

State of Nevada  
Department of Administration

Purchasing Division

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Carson City, NV 89701



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State of Nevada  
Purchasing Division  
**Request for Proposal: 2064**  
For  
**NEVADA 2012 SLDS IMPLEMENTATION**

Release Date: December 23, 2013

Deadline for Submission and Opening Date and Time: January 27, 2014 @ 2:00 PM

***Refer to Section 10, RFP Timeline for the complete RFP schedule***

For additional information, please contact:

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***Refer to Section 11 for instructions on submitting proposals***

## VENDOR INFORMATION SHEET FOR RFP 2064

**Vendor Must:**

- A) Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 will be used for development of the contract;
- B) Type or print responses; and
- C) Include this Vendor Information Sheet in Tab III of the Technical Proposal.

V1	Company Name	
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V2	Street Address	
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V3	City, State, ZIP	
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V4	Telephone Number	
	Area Code:	Number:

V5	Facsimile Number	
	Area Code:	Number:

V6	Toll Free Number	
	Area Code:	Number:

V7	<b><i>Contact Person for Questions / Contract Negotiations, including address if different than above</i></b>	
	Name:	
	Title:	
	Address:	
Email Address:		

V8	Telephone Number for Contact Person	
	Area Code:	Number:

V9	Facsimile Number for Contact Person	
	Area Code:	Number:

V10	<b><i>Name of Individual Authorized to Bind the Organization</i></b>	
	Name:	Title:

V11	<b><i>Signature (Individual must be legally authorized to bind the vendor per NRS 333.337)</i></b>	
	Signature:	Date:

## TABLE OF CONTENTS

1. PROJECT OVERVIEW .....	4
2. ACRONYMS/DEFINITIONS .....	5
3. BACKGROUND .....	12
4. SYSTEM REQUIREMENTS .....	25
5. SCOPE OF WORK .....	55
6. COMPANY BACKGROUND AND REFERENCES .....	90
7. PROJECT COSTS .....	107
8. FINANCIAL .....	110
9. WRITTEN QUESTIONS AND ANSWERS .....	111
10. RFP TIMELINE .....	111
11. PROPOSAL SUBMISSION REQUIREMENTS, FORMAT AND CONTENT .....	112
12. PROPOSAL EVALUATION AND AWARD PROCESS .....	122
13. TERMS AND CONDITIONS .....	124
14. SUBMISSION CHECKLIST .....	140
ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION .....	141
ATTACHMENT B – TECHNICAL PROPOSAL CERTIFICATION OF COMPLIANCE .....	142
ATTACHMENT C – VENDOR CERTIFICATIONS .....	143
ATTACHMENT D – CONTRACT FORM .....	144
ATTACHMENT E – INSURANCE SCHEDULE FOR RFP 2064 .....	145
ATTACHMENT F – REFERENCE QUESTIONNAIRE .....	146
ATTACHMENT G – PROJECT DELIVERABLE SIGN-OFF FORM .....	147
ATTACHMENT H – STATEMENT OF UNDERSTANDING .....	148
ATTACHMENT I – PROPOSED STAFF RESUME .....	149
ATTACHMENT J – STATE OF NEVADA REGISTRATION SUBSTITUTE IRS FORM W-9 .....	150
ATTACHMENT K – PROJECT COSTS .....	151
ATTACHMENT L – COST PROPOSAL CERTIFICATION OF COMPLIANCE .....	152
ATTACHMENT M – CERTIFICATION REGARDING LOBBYING .....	153
ATTACHMENT N – FEDERAL LAWS AND AUTHORITIES .....	154
ATTACHMENT O – REQUIREMENTS MATRIX .....	155

A Request for Proposal (RFP) process is different from an Invitation to Bid. The State expects vendors to propose creative, competitive solutions to the agency's stated problem or need, as specified below. Vendors' technical exceptions and/or assumptions should be clearly stated in *Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP*. Vendors' cost exceptions and/or assumptions should be clearly stated in *Attachment L, Cost Proposal Certification of Compliance with Terms and Conditions of RFP*. Exceptions and/or assumptions will be considered during the evaluation process; however, vendors must be specific. Nonspecific exceptions or assumptions may not be considered. The State reserves the right to limit the Scope of Work prior to award, if deemed in the best interest of the State per NRS 333.350(1).

Prospective vendors are advised to review Nevada's ethical standards requirements, including but not limited to, NRS 281A and the Governor's Proclamation, which can be found on the Purchasing Division's website (<http://purchasing.state.nv.us>).

## 1. PROJECT OVERVIEW

- 1.1 Nevada State Purchasing Division, on behalf of the Nevada Department of Education (NDE), is seeking proposals from qualified vendors to procure, develop/customize and implement a Nevada Statewide Longitudinal Data System (NVSLDS) with the capability to create Unique State Personal Identifier (USPI) for all students, teachers and other people who enter K-12, higher education institutions and/or the work force in Nevada by matching data from NDE, Nevada System of Higher Education (NSHE) and Department of Employment Training and Rehabilitation (DETR).
- 1.2 Currently the NDE, NSHE and DETR each have a student or workforce information collection system.
  - 1.2.1 Each of these organizations performs research and analytics and produces various reports using their own program data.
    - 1.2.1.1 For example, **NDE** collects and stores data, including demographic data for all kindergarten through 12<sup>th</sup> grade students and teachers in each school district and charter school in Nevada; as well as, all 9<sup>th</sup> through 12<sup>th</sup> grade students enrolled in the Career and Technical Education (CTE) studies program.
    - 1.2.1.2 **NSHE** collects and stores data for all students enrolled in Nevada's Community/State Colleges and Universities.
    - 1.2.1.3 **DETR** collects and stores wage and industry data for all people employed in Nevada and connects the job seeking population with Nevada businesses and industries to ensure access to a qualified workforce and provide support for equal employment opportunities.
    - 1.2.1.4 In addition, NSHE utilizes NDE and DETR data to produce reports pertaining to the progression of high school students into post-secondary education and post-secondary completers into the workforce.

1.2.1.5 The SLDS will automate the exchange of data and assignment of a unique ID that will automate matching and enable the three (3) agencies and stakeholders to expand the availability of research and reports.

1.3 The preferred solution will draw on recent SLDS implementation successes based on the available Federated SLDS model, commercial off-the-shelf (COTS) software, and other viable products configured and implemented to satisfy the RFP requirements.

1.4 Vendors responding to this RFP are encouraged to evaluate use of hosting services within the State of Nevada.

1.5 The contract term is anticipated to be for a length of twelve (12) months, subject to Board of Examiners approval, and is anticipated to begin May, 2014.

## 1.6 GOALS AND OBJECTIVES

### 1.6.1 Goal

Create a Unique State Personal Identifier (USPI) for all Nevada students, teachers, and other people who enter State education and workforce agencies and institutions with a minimum ninety-five (95) percent match rate of USPI to the three agency identifiers (NSHE, DETR, and NDE).

### 1.6.2 Objectives

1.6.2.1 Develop the infrastructure to match the individuals within the three (3) agencies identifiers to match data records accurately and securely that are used to create reports, respond to legislative mandates, and conduct research; and

1.6.2.2 Implement the matching hub to ensure the USPI meets the requirements that guided its design and development, work as expected, automate existing manual reports including limited, tightly controlled access to de-identified unit record data that provide relevant and accurate information to the correct people in easily usable formats to better inform research and policy making; provide support to help the data users deploy the information to improve education and workforce outcomes in Nevada; and increase transparency around educational outcomes.

## 2. ACRONYMS/DEFINITIONS

For the purposes of this RFP, the following acronyms/definitions will be used:

<b>Acronym</b>	<b>Definition</b>
<b><i>Assumption</i></b>	An idea or belief that something will happen or occur without proof. An idea or belief taken for granted without proof of occurrence.

<b>Acronym</b>	<b>Definition</b>
<b><i>Awarded Vendor</i></b>	The organization/individual that is awarded and has an approved contract with the State of Nevada for the services identified in this RFP.
<b><i>BOE</i></b>	State of Nevada Board of Examiners
<b><i>BPR</i></b>	Business Process Re-Engineering
<b><i>CBA</i></b>	Cost Benefit Analysis
<b><i>CEDS</i></b>	Common Education Data Standards.
<b><i>Client/Server</i></b>	The client/server model typically defines the relationship between processes running on separate machines. The server process is a provider of services. The client is the consumer of the services. In essence, client/server provides a clean separation of function based on the idea of service.
<b><i>Confidential Information</i></b>	Any information relating to the amount or source of any income, profits, losses or expenditures of a person, including data relating to cost or price submitted in support of a bid or proposal. The term does not include the amount of a bid or proposal. Refer NRS 333.020(5) (b).
<b><i>Contract Approval Date</i></b>	The date the State of Nevada Board of Examiners officially approves and accepts all contract language, terms and conditions as negotiated between the State and the awarded vendor.
<b><i>Contract Award Date</i></b>	The date when vendors are notified that a contract has been successfully negotiated, executed and is awaiting approval of the Board of Examiners.
<b><i>Contractor</i></b>	The company or organization that has an approved contract with the State of Nevada for services identified in this RFP. The contractor has full responsibility for coordinating and controlling all aspects of the contract, including support to be provided by any subcontractor(s). The contractor will be the sole point of contact with the State relative to contract performance.
<b><i>COTS</i></b>	Commercial Off-the-Shelf.
<b><i>Cross Reference</i></b>	A reference from one document/section to another document/section containing related material.
<b><i>CSD</i></b>	County School Districts.
<b><i>CTE</i></b>	Career Technical Education.
<b><i>Customer</i></b>	Department, Division or Agency of the State of Nevada.
<b><i>DAUP</i></b>	Data Access and Use Policy.
<b><i>DBA</i></b>	Database Administrator
<b><i>DD</i></b>	De-identified dataset.

<b>Acronym</b>	<b>Definition</b>
<b><i>Deliverables</i></b>	Project work products throughout the term of the project/contract that may or may not be tied to a payment.
<b><i>DETR</i></b>	Department of Employment, Training and Rehabilitation.
<b><i>Development Environment</i></b>	A computer system, toolset and methodology used to develop and/or modify and test new software applications.
<b><i>Division/Agency</i></b>	The Division/Agency requesting services as identified in this RFP.
<b><i>DSD</i></b>	Detailed System Design
<b><i>EDI</i></b>	Electronic Data Interchange is a standard format for exchanging business data. The standard is ANSI X12, developed by the Data Interchange Standards Association. ANSI X12 is either closely coordinated with or is being merged with an international standard, EDIFACT.
<b><i>EFT</i></b>	Electronic Funds Transfer – an electronic transfer of funds through a national automated clearinghouse directly to a designated account.
<b><i>EIN</i></b>	Employer Identification Number
<b><i>EITS</i></b>	Enterprise Information Technology Services Division
<b><i>Email</i></b>	Electronic mail
<b><i>ERD</i></b>	Entity Relationship Diagram
<b><i>Evaluation Committee</i></b>	An independent committee comprised of a majority of State officers or employees established to evaluate and score proposals submitted in response to the RFP pursuant to NRS 333.335.
<b><i>ETL</i></b>	Microsoft’s Extract, Transform, and Load.
<b><i>Exception</i></b>	A formal objection taken to any statement/requirement identified within the RFP.
<b><i>FEDES</i></b>	Federal Employment Data Exchange System.
<b><i>FERPA</i></b>	Family Education Rights and Privacy Act.
<b><i>FFD</i></b>	Forward Facing Datasets.
<b><i>FTE</i></b>	Full Time Equivalent
<b><i>Functional Requirements</i></b>	A narrative and illustrative definition of business processes independent of any specific technology or architecture.
<b><i>GAAP</i></b>	Generally Accepted Accounting Principles.

<b>Acronym</b>	<b>Definition</b>
<b><i>Goods</i></b>	The term “goods” as used in this RFP has the meaning ascribed to it in NRS §104.2105(1) and includes, without limitation, “supplies”, “materials”, “equipment”, and “commodities”, as those terms are used in NRS Chapter 333.
<b><i>GUI</i></b>	Graphical User Interface
<b><i>IDE</i></b>	Integrated Development Environment.
<b><i>IDP</i></b>	Information Development and Processing Division.
<b><i>Interoperability</i></b>	The ability to exchange and use information (usually in a large heterogeneous network made up of several local area networks). Interoperable systems reflect the ability of software and hardware on multiple machines from multiple vendors to communicate.
<b><i>JAD</i></b>	Joint Application Development
<b><i>Key Personnel</i></b>	Vendor staff responsible for oversight of work during the life of the project and for deliverables.
<b><i>LAN</i></b>	Local Area Network
<b><i>LCB</i></b>	Legislative Counsel Bureau
<b><i>LDAP</i></b>	Lightweight Directory Access Protocol.
<b><i>LDM</i></b>	Logical Data Model.
<b><i>LEA</i></b>	Local Education Agency.
<b><i>LOI</i></b>	Letter of Intent - notification of the State’s intent to award a contract to a vendor, pending successful negotiations; all information remains confidential until the issuance of the formal notice of award.
<b><i>May</i></b>	Indicates something that is recommended but not mandatory. If the vendor fails to provide recommended information, the State may, at its sole option, ask the vendor to provide the information or evaluate the proposal without the information.
<b><i>MDH</i></b>	Matching data hub.
<b><i>MS</i></b>	Microsoft
<b><i>Must</i></b>	Indicates a mandatory requirement. Failure to meet a mandatory requirement may result in the rejection of a proposal as non-responsive.
<b><i>NAC</i></b>	Nevada Administrative Code –All applicable NAC documentation may be reviewed via the internet at: <a href="http://www.leg.state.nv.us">www.leg.state.nv.us</a> .
<b><i>NDE</i></b>	Nevada Department of Education.



<b>Acronym</b>	<b>Definition</b>
<b><i>NDGC</i></b>	Nevada Data Governance Committee.
<b><i>NOA</i></b>	Notice of Award – formal notification of the State’s decision to award a contract, pending Board of Examiners’ approval of said contract, any non-confidential information becomes available upon written request.
<b><i>NRS</i></b>	Nevada Revised Statutes – All applicable NRS documentation may be reviewed via the internet at: <a href="http://www.leg.state.nv.us">www.leg.state.nv.us</a> .
<b><i>NSHE</i></b>	Nevada System of Higher Education.
<b><i>NVSLDS</i></b>	Nevada Statewide Longitudinal Data System.
<b><i>Open Systems</i></b>	Computer systems that provide some combination of interoperability, portability and open software standards.
<b><i>Pacific Time (PT)</i></b>	Unless otherwise stated, all references to time in this RFP and any subsequent contract are understood to be Pacific Time.
<b><i>PC</i></b>	Personal computer
<b><i>PDM</i></b>	Physical Logical Data Model.
<b><i>POC</i></b>	Proof of Concept
<b><i>PII</i></b>	Personal Identifiable Information.
<b><i>Production Environment</i></b>	A computer system, communications capability and applications software that facilitates ongoing business operations. New hardware/software is not introduced into a production environment until it is fully tested and accepted by the State.
<b><i>Project Governance Working Group</i></b>	The Project Governance Working Group is made up of the Director/Administrator of the agency and State, local government and private sector representatives.
<b><i>Proprietary Information</i></b>	Any trade secret or confidential business information that is contained in a bid or proposal submitted on a particular contract. (Refer to NRS 333.020 (5) (a).
<b><i>Public Record</i></b>	All books and public records of a governmental entity, the contents of which are not otherwise declared by law to be confidential must be open to inspection by any person and may be fully copied or an abstract or memorandum may be prepared from those public books and public records. (Refer to NRS 333.333 and NRS 600A.030 [5]).
<b><i>QA</i></b>	Quality Assurance.
<b><i>RDBMS</i></b>	Relational Database Management System

<b>Acronym</b>	<b>Definition</b>
<b><i>Redacted</i></b>	The process of removing confidential or proprietary information from a document prior to release of information to others.
<b><i>RFP</i></b>	Request for Proposal - a written statement which sets forth the requirements and specifications of a contract to be awarded by competitive selection as defined in NRS 333.020(8).
<b><i>SAN</i></b>	Storage Area Network.
<b><i>SAIN</i></b>	System of Accountability Information for Nevada. A statewide longitudinal data system that contains a data warehouse of data from Nevada's eighteen (18) Local Education Agencies (LEAs).
<b><i>SCS</i></b>	System Computing Services.
<b><i>SEA</i></b>	State Education Agency.
<b><i>Shall</i></b>	Indicates a mandatory requirement. Failure to meet a mandatory requirement may result in the rejection of a proposal as non-responsive.
<b><i>Should</i></b>	Indicates something that is recommended but not mandatory. If the vendor fails to provide recommended information, the State may, at its sole option, ask the vendor to provide the information or evaluate the proposal without the information.
<b><i>SLA</i></b>	Service Level Agreement.
<b><i>SLDS</i></b>	State Longitudinal Data System.
<b><i>SME</i></b>	Subject Matter Expert.
<b><i>SQL</i></b>	Structured Query Language, the most common computer language used to access relational database. SQL Server uses a version of the SQL language called Transact-SQL.
<b><i>SSIS</i></b>	SQL Server Integration Services. Microsoft's Extract, Transform and Load (ETL) tool provided with SQL Server.
<b><i>SSL</i></b>	Secure Sockets Layer.
<b><i>SSN</i></b>	Social Security Number
<b><i>SSRS</i></b>	SQL Server Reporting Services, Microsoft's reporting/BI offering.
<b><i>State</i></b>	The State of Nevada and any agency identified herein.
<b><i>Statement of Understanding</i></b>	A non-disclosure agreement that each contractor and/or individual must sign prior to starting work on the project.

<b>Acronym</b>	<b>Definition</b>
<b><i>Subcontractor</i></b>	Third party, not directly employed by the contractor, who will provide services identified in this RFP. This does not include third parties who provide support or incidental services to the contractor.
<b><i>T&amp;C</i></b>	Terms and Conditions.
<b><i>Trade Secret</i></b>	Information, including, without limitation, a formula, pattern, compilation, program, device, method, technique, product, system, process, design, prototype, procedure, computer programming instruction or code that: derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by the public or any other person who can obtain commercial or economic value from its disclosure or use; and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.
<b><i>UAT</i></b>	User Acceptance Test.
<b><i>UI</i></b>	Unemployment Insurance.
<b><i>UID</i></b>	Unique Identifier.
<b><i>UML</i></b>	Unified Modeling Language
<b><i>USPI</i></b>	Unique State Personal Identifier.
<b><i>User</i></b>	Department, Division, Agency or County of the State of Nevada.
<b><i>Vendor</i></b>	Organization/individual submitting a proposal in response to this RFP.
<b><i>VPN</i></b>	Virtual Private Network.
<b><i>Walkthrough</i></b>	Oral presentation by the contractor of deliverables and/or work products.
<b><i>WAN</i></b>	Wide Area Network
<b><i>Will</i></b>	Indicates a mandatory requirement. Failure to meet a mandatory requirement may result in the rejection of a proposal as non-responsive.

## **2.1 STATE OBSERVED HOLIDAYS**

The State observes the holidays noted in the following table. Note: When January 1<sup>st</sup>, July 4<sup>th</sup>, November 11<sup>th</sup> or December 25<sup>th</sup> falls on Saturday, the preceding Friday is observed as the legal holiday. If these days fall on Sunday, the following Monday is the observed holiday.

<b>Holiday</b>	<b>Day Observed</b>
New Year's Day	January 1
Martin Luther King Jr.'s Birthday	Third Monday in January
Presidents' Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Nevada Day	Last Friday in October
Veterans' Day	November 11
Thanksgiving Day	Fourth Thursday in November
Family Day	Friday following the Fourth Thursday in November
Christmas Day	December 25

### 3. BACKGROUND

#### 3.1 PROJECT

3.1.1 Nevada 2012 SLDS Implementation is an effort to develop an efficient and secure data matching hub to foster the matching of data necessary to assign a Unique State Personal Identifier (USPI) and report generation.

3.1.1.1 During SLDS Implementation, the awarded vendor, as part of their proposed solution, will further refine and validate SLDS implementation requirements.

3.1.2 Currently, there is no single automated system that tracks the movement and attributes of students within the State, as well as, their progress from early childhood through adult and post-secondary education and into the workforce; produces required State and federal reports; provides access to timely, accurate and consistent data on public education and workforce in the State of Nevada.

3.1.2.1 Despite the established relationships necessary to exchange data, the current data exchange and matching process is manual and inefficient.

3.1.2.2 Nevada Department of Education (NDE) provides student data from the graduating class of each academic year to Nevada System of Higher Education (NSHE) via a secure file protocol through the Bighorn portal.

3.1.2.3 These students are matched to the NSHE data warehouse using a series of Access queries and other time-consuming manual efforts on the part of NSHE.

3.1.2.4 NSHE institutions currently collect the student high school identifiers issued by Nevada high schools to facilitate matching to the data provided by NDE.

- 3.1.2.5 While interlocal agreements to exchange data have been established and manual data exchange occurs between NDE, NSHE, and Department of Employment, Training and Rehabilitation (DETR) for specific research, a single identifier that links data across all three agencies does not exist.
  - A. However, a common identifier is required to match the records from NDE, NSHE, and DETR in order to create crosswalk tables to enable the exchange of depersonalized data.
- 3.1.3 Develop an efficient and secure data matching hub as part of Nevada Statewide Longitudinal Data System (NVSLDS) to foster the matching of data necessary to assign a Unique State Personal Identifier (USPI).
  - 3.1.3.1 The priority need of this project is to achieve goals, objectives, outcomes and deliverables required to assign a USPI to individuals so that students and teachers can be followed throughout their enrollment in K-12 and post-secondary education and into the workforce and automate the existing reports that are produced manually.
  - 3.1.3.2 The USPI is the first step that will enable the efficient, user-friendly access to all key stakeholders for education, research, and workforce information.
    - A. In order to identify where the needs and struggles of each individual lie, as well as, tailor our education to the Nevada business/industry needs for a skilled workforce, a USPI that is shared by all these agencies is necessary to link data enabling ongoing snap-shots and long-term predictions of education and employment needs.
    - B. The NVSLDS system, when fully deployed, will provide data to help track the outcomes of Nevada students as they progress from K-12 through post-secondary education, and as they enter the workforce within; preserving the privacy of individuals per Family Education Rights and Privacy Act (FERPA) and Department of Labor data sharing and privacy laws, security requirements and other State privacy laws related to Personal Identification Security (NRS 597.970, NRS 205.4742 and NRS 603A.040).
  - 3.1.3.3 Longitudinal data supports an in-depth, comprehensive view of students' progress and will ultimately help guide policymakers and stakeholders on where to invest time and energy to most effectively improve student achievement in the State.
- 3.1.4 The ability to link from education and workforce data systems will enable outcomes that include, but are not limited to:

3.1.4.1 Grade K-20

- A. The evaluation of the effect of elementary, middle and high school enrollment patterns on remedial and college level placement and performance, including establishment of a relationship between high school enrollment patterns and college continuation and performance (e.g., retention and graduation).
- B. Establishment of a relationship between student performance on the end of course exams, and high school course enrollment patterns, scores on post-secondary entrance and placement exams, and performance in post-secondary English and math coursework.
- C. Evaluation of the State college readiness standards based on post-secondary student performance.

3.1.4.2 Grades K-20 and Workforce

- A. Guidance of secondary and post-secondary students and graduates toward appropriate careers based on workforce needs;
- B. Prioritize education and training programs to analyze their effectiveness in the workforce; and
- C. Data from the SLDS can be utilized, in conjunction with the Advanced Career Information System, that allows individuals to explore career choices.

3.1.4.3 Post-secondary, Workforce Consumers

- A. Analyze data to inform decision-making on how to address workforce needs and determine if Nevada students who receive degrees in high-need fields remain in Nevada for employment.
- B. Detailed, customizable reports produced on enrollment and workforce progression that include demographic, education and workforce variables, including analysis of data that provides information on why students do/or do not continue into post-secondary education. Mitigate remediation.
- C. Support for Nevada Report Card 2011 Nevada Growth Model for education, NSHE Remediation Report, and ten (10)-year workforce projections.
- D. Automate the generation of all current SLDS reports and significantly reduce the amount of manual work involved to create them.

3.1.4.4 Teacher Evaluation and Training

- A. Collecting K-20 education, as well as, workforce statistics and making them available to K-20 teachers provides them with timely data to better understand their impacts on student outcomes.

- B. Through professional development teachers can learn how to use the SLDS data as a timely feedback tool regarding their student's progress in their current grade and the student's success going forward in school and onto the workforce

## **3.2 AGENCY**

### **3.2.1 NDE**

3.2.1.1 Nevada is comprised of seventeen (17) K-12 county school districts (CSDs), or local education agencies (LEAs) which boundary lines are co-terminus with the boundary lines of Nevada's seventeen (17) counties.

A. NDE is the State Education Agency (SEA) responsible for K-12, Charter schools and a large segment of Pre-K education administration.

B. NDE is led by the Superintendent of Public Instruction.

3.2.1.2 NDE IT is managed by the Information Technology section of NDE and led by the Director of Information Technology who is responsible for the operations and development of the Department's technology projects.

3.2.1.3 NDE has two (2) primary business administration locations, one (1) in Carson City and one (1) in Las Vegas.

### **3.2.2 NSHE**

3.2.2.1 The Nevada System of Higher Education oversees Nevada's seven (7) public institutions of post-secondary education and one (1) research institute.

A. NSHE is led by the Chancellor.

1. The Chancellor is appointed by the Board to serve as the NSHE's chief executive officer.
2. The Chancellor works closely with the Regents and Presidents to develop NSHE strategies and implement Board policies.

3.2.2.2 NSHE IT is managed by the System Computing Services (SCS).

A. SCS is a unit of NSHE and is responsible for provisioning and managing system-wide information services.

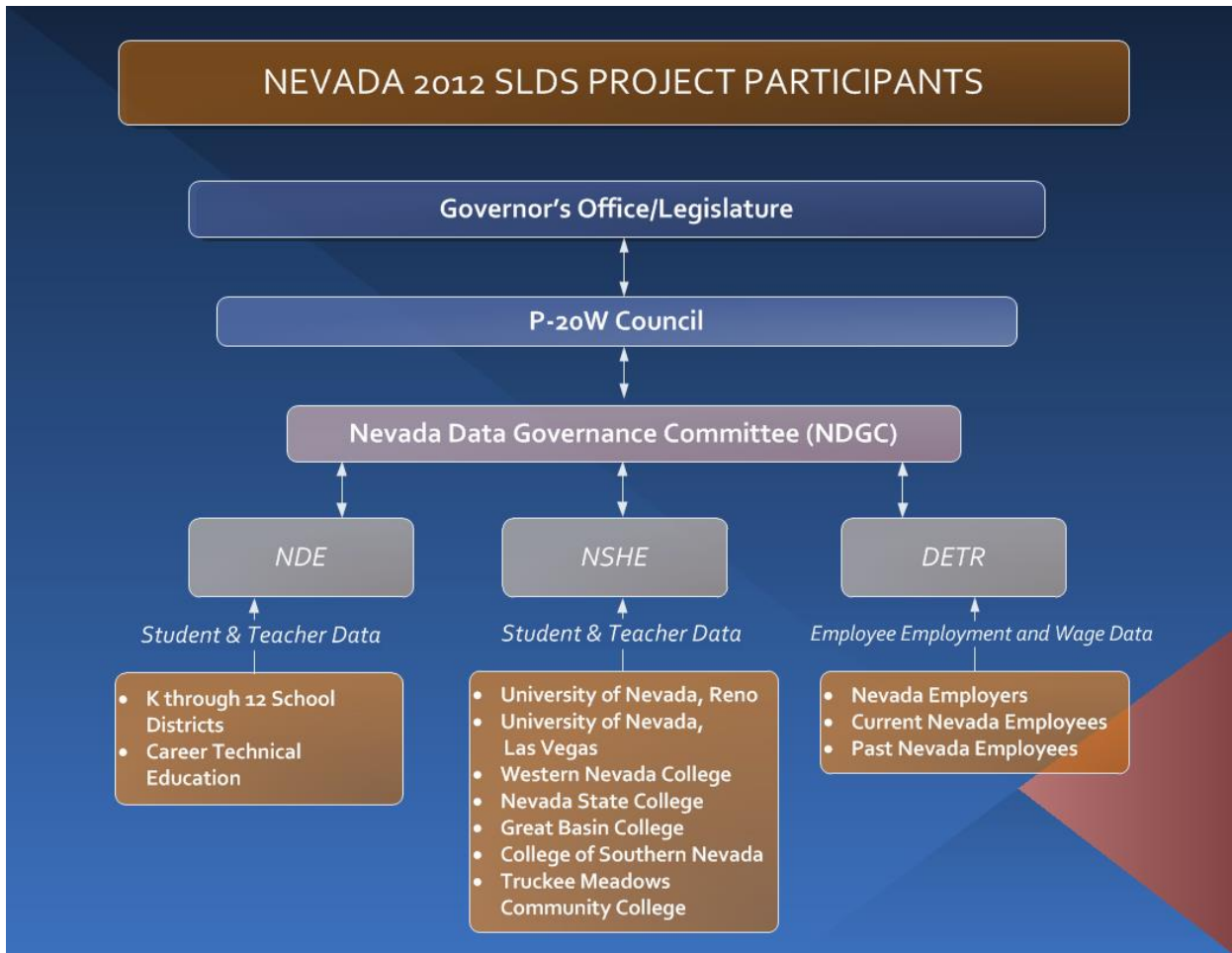
1. The SCS-supported statewide network provides data and video internet and Internet-2 connectivity to more than 200 NSHE campus locations, rural K-12 locations, health clinics, ad state agencies.

- 3.2.3 DETR
- 3.2.3.1 The Department of Employment, Training and Rehabilitation's (DETR) primary business functions include:
- A. The payment of unemployment claims;
  - B. The collection of unemployment-related taxes; and
  - C. The provision of job placement services to the public.
- 3.2.3.2 DETR consists of six (6) primary business divisions and units. They include:
- A. DETR Administration;
  - B. Employment Security Division;
  - C. Research and Analysis Bureau;
  - D. Rehabilitation Division;
  - E. Nevada Equal Rights Commission; and
  - F. Information Development and Processing Division.
- 3.2.3.3 DETR's program units offer the following services:
- A. Assistance in job training and placement;
  - B. Vocational rehabilitation;
  - C. Workplace discrimination; and
  - D. The collection and analysis of workforce and economic data.
- Many of these business services are provided through DETR's partnership with the Nevada JobConnect system, a one-stop environment for rendering job placement services in the public.
- 3.2.3.4 DETR IT is managed by the Information Development and Processing Division (IDP).
- A. IDP provides data processing and information technology support services to DETR and its customers and is led by the IDP Administrator.
  - B. The Division oversees Nevada's automated workforce and rehabilitation information systems.
    - 1. These systems consist of various business applications and online web services that support Nevada's employers and job seekers.
- 3.2.3.5 DETR has two (2) primary business administration locations, one (1) in Carson City and one (1) in Las Vegas.



3.2.4 The SLDS Implementation work is expected to be conducted in Carson City and Reno locations of NDE, DETR and NSHE.

3.2.5 Scope Illustration for NV 2012 SLDS Project Participating Entities



### 3.3 CONCURRENT IMPACTS/PROJECTS

3.3.1 Within the State of Nevada, NDE, NSHE, and DETR there are ongoing technology projects and initiatives; however, NDE does not expect the existing and planned concurrent projects to impact with any significance the project identified within this RFP.

3.3.2 SLDS Implementation is NDE's number one technology initiative.

3.3.3 Excluding unforeseen demands from Federal or State of Nevada oversight entities, NDE expects the SLDS Implementation project to be its priority.

### 3.4 CURRENT COMPUTING ENVIRONMENT

3.4.1 NDE is currently a Microsoft .NET centric environment.

3.4.1.1 This environment consists of three (3) physical servers that are used to house the Department's Longitudinal Database.

The SAIN system also consists of a Microsoft SharePoint front- end which contains several .NET applications delivered through SharePoint portal services.

- 3.4.1.2 The back-end database is in MSSQL-2008 and is configured in a three (3) server fail-over cluster.
- 3.4.1.3 The SharePoint environment consists of a production MOSS server and an IIS WEB interface.
- 3.4.1.4 The Department has implemented a VMware virtual server infrastructure and has migrated many of the legacy application servers over to this environment.
- 3.4.2 NDE System of Accountability Information (SAIN) data warehouse currently collects data on a nightly basis from every LEA and Charter School in the State.
  - 3.4.2.1 The data is then normalized and mapped into the SAIN database.
  - 3.4.2.2 The SAIN system is a statewide longitudinal data system for K-12 only and does not link to higher education or workforce agencies.
  - 3.4.2.3 SAIN enables reporting of information related to the achievement of pupils, student growth over time, demographics traits and trends, school accountability and performance, attendance and graduation rate, as well as teacher data.
  - 3.4.2.4 SAIN currently assigns each student a Unique Identification number (UID) that allows all students to be tracked over time in the K-12 system, but not beyond.

However, the UID system does not allow for the re-population of the LEA systems and the UID is only used as an internal identifier for the NDE.
- 3.4.3 During its recent Oracle PeopleSoft Campus Solutions implementation, NSHE also implemented a universal ID solution.

NSHE will extract data from its system-wide data warehouse for the purpose of matching students within the NVSLDS and to create dataset required for SLDS implementation.
- 3.4.4 DETR's data processing environment includes similar software tools and products to process and store information as does the NSHE and NDE.
  - A. DETR is currently implementing a new project to replace their Unemployment Insurance mainframe system.
  - B. The new project will leverage several Oracle products including OBIEE and ODI.
- 3.4.5 DETR oversees Unemployment Insurance (UI), Workforce Investment, Rehabilitation, and Equal Rights services for all of Nevada via automated applications including online web services, DETR collects and provides customer information for multiple State and Federal programs.

- 3.4.6 The participating agencies current technical configurations will not need to be modified to support this project. Each participating agency will provide the following data extracts:
- 3.4.6.1 Data Extract with unique ID for each record for the matching hub required for creation of USPI; and
  - 3.4.6.2 Forward facing datasets with unique ID for SLDS implementation.
- 3.4.7 Virtual Private Network (VPN) is CISCO Client and Wireless connectivity support is through Verizon, AT&T, and Sprint. Symantec is used for Encryption and Antivirus. 3-tier architecture, standards based routing protocols (i.e. TCP/IP).

<i>System Environment</i>			
	<b>NDE</b>	<b>NSHE</b>	<b>DETR</b>
Database Platform	MS SQL Server 2008	Oracle	Oracle
Business Intelligence	SSAS	Oracle Business Intelligence Enterprise Edition	Oracle Business Intelligence Enterprise Edition
ETL	SSIS		ODI
Computing Platform	Microsoft Windows Server	IBM	SUN Solaris Server, Microsoft Windows Server
Network	TCP/IP, WAN, Cisco	TCP/IP, WAN, Cisco	TCP/IP, WAN, Cisco
Productivity Suite	Microsoft Office 2010	Microsoft Office 2010	Microsoft Office 2010

### **3.5 PROJECT SOFTWARE**

All software used for project management must be approved by the State. Current desktop tools utilized by NDE, NSHE and DETR include:

- 3.5.1 NDE's typical desktop and laptop installation utilizes the Microsoft Windows 7 operating system, as well as, the Microsoft Office 2010 suite of desktop tools.
- 3.5.2 To ensure future compatibility and maintainability of project management content, vendors proposing additional or other project management software must identify the software in response to ***Project Management Software and Tools***.
  - 3.5.2.1 If proposed Project Management Software and Tools are not identified per above, the vendor must provide a minimum of five (5) licenses, and formal training for five (5) technical users on the proposed software.
  - 3.5.2.2 All costs associated with proposed project management software and related training must be identified in ***Attachment K - Project Costs***.

### 3.6 DEVELOPMENT SOFTWARE

3.6.1 The State is currently using the following development software.

3.6.1.1 NDE's current software development toolset and related operational environment is based on Microsoft tools including Microsoft SharePoint front-end which contains several .NET applications delivered through SharePoint portal services. The back-end database is MSSQL 2008.

3.6.1.2 NSHE's current software development toolset and related operational environment is based on Oracle PeopleSoft Campus Solutions version 9.0 and back-end database is Oracle. NSHE will extract data from its system-wide data warehouse for the purpose of matching students within the NVSLDS and to create datasets required for SLDS implementation.

3.6.1.3 DETR's current software development toolset and related operational environment is based on JAVA and Oracle tools and also IBM Mainframe tools.

Currently DETR is installing a new Oracle and Java based unemployment insurance system with a completion date of early 2014.

3.6.2 Projects require that the SLDS solution and related software development toolset comply with the specific guidelines and requirements set forth below and adhere to the following general guidelines:

3.6.2.1 All proposed software used in the design, development, testing and implementation of the deliverables outlined in this RFP must be approved as part of the contract;

3.6.2.2 If application software listed in the proposer's solution is not public domain, the awarded vendor must do the following:

- A. Provide a licensing and maintenance strategy for each license;
- B. Include initial and ongoing licensing and maintenance costs within their cost proposal; and
- C. Once the RFP is awarded, work with the State to reach a mutually agreeable strategy prior to license acquisition and initiation.

3.6.2.3 The State reserves the right to procure licenses for all base components and third party equipment and software based on specifications provided by the awarded vendor using the State's best procurement source.

### 3.7 STATE RESOURCES

The State of Nevada, NDE, NSHE, and DETR are committed to ensuring a successful SLDS implementation. State and project personnel and other external project resources and stakeholders are assigned to the project to provide leadership, direction, management, knowledge, skill and quality control. Project resources are involved to help steer project direction, provide liaison support, and communicate project progress to interested stakeholders.

The following sections describe the roles and responsibilities of State–assigned resources committed to the project.

#### 3.7.1 Project Governance Working Group

The Project Governance Working Group, consisting of senior business and technical leaders from within NDE, NSHE, and DETR, provides ongoing project control, direction and oversight. The committee defines internal project policy, provides managerial decision-making, resolves issues and ensures availability of key departmental resources, including personnel and equipment. The Project Governance Working Group provides project leadership, promotes project enhancements and makes project recommendations that affect key interdepartmental and contractual relationships. The Project Governance Working Group provides leadership in promoting support for the project. Additional roles and responsibilities of the committee include:

- 3.7.1.1 Review and contributes to proposed project plans, timetables, and deliverables;
- 3.7.1.2 Provides problem resolution and recommendations for issues that cannot be resolved;
- 3.7.1.3 Provides departmental policy and guidance as it relates to the project;
- 3.7.1.4 Sets and resolves project priorities;
- 3.7.1.5 Proposes alternative solutions to problems encountered;
- 3.7.1.6 Obtains Legislative and Administrative backing; and
- 3.7.1.7 Provides information to the management regarding project progress, accomplishments and challenges.

#### 3.7.2 Project Executive Sponsor

The US DOE, Superintendent of Public Instruction of NDE, Chancellor of NSHE and Director of DETR are the SLDS Implementation Project Executive Sponsors. All project activities are conducted and carried out under the authority of the US DOE Office. The Project Executive Sponsor authorizes funding and delineates strategic business direction. Other project responsibilities include:

- 3.7.2.1 Authorizes and concludes project related pursuits;
- 3.7.2.2 As necessary, resolves high-level issues when other agencies are involved;
- 3.7.2.3 Serves as the main point-of-contact with the Legislature and P-20W council;
- 3.7.2.4 Provides departmental guidance and direction to project leadership;
- 3.7.2.5 Resolves escalated project problems and issues;
- 3.7.2.6 Gives overall strategic business scope and direction;
- 3.7.2.7 Ensures and facilitates continuity of project funding; and
- 3.7.2.8 Meets periodically with project leadership to receive project status and progress information.

### 3.7.3 Project Manager

The SLDS Project Manager coordinates project tasks and associated activities of the teams, individuals and organizations involved in the project. The State Project Manager provides daily direction and oversight to State project resources and coordinates contractor activities. More specifically the Project Manager will include:

- 3.7.3.1 Provide a general project planning, resource management, schedule management, budget management, and project monitoring and control;
- 3.7.3.2 Resolve project problems and conflicts and escalates issues as needed;
- 3.7.3.3 Serve as the primary project point-of-contact to the Project Executive Sponsor and Project Governance Working Group;
- 3.7.3.4 Serve as the primary contact with the awarded contractor's project management team;
- 3.7.3.5 Serve as the primary contact for other State resources involved with the project;
- 3.7.3.6 Receive, review, approve and document project status information from other project participants;
- 3.7.3.7 Coordinate project deliverables and work product review and approval and set priorities when choices of alternatives are required; and

3.7.3.8 Report project status information to Project Executive Sponsor; Project Committees and other stakeholders.

#### 3.7.4 State Project Staff

3.7.4.1 The State Project Staff consists of specific NDE, NSHE, and DETR project personnel and other permanently or temporarily assigned State resources.

A. These project team members provide core business and technical information and skills required for the project.

B. Additionally, the State Project Staff provides knowledge, input and review for project deliverables and work products.

C. Selected members of the State Project Staff are also members of the Project Governance Working Group.

3.7.4.2 The awarded vendor will be expected to work closely with the State project staff assigned to this project.

State project staff will be available to attend meetings, interviews and assist assigned staff in reviewing requirements, and test criteria with the awarded vendor.

3.7.4.3 State project staff will be assigned to the project on an “as needed” basis, as determined by project and technical management to represent the various functional and technical areas.

3.7.4.4 State project staff will report to the State Project Manager who will coordinate project activities with the awarded vendor.

3.7.4.5 The awarded vendor will need to consider the peak load time frame for State Project Staff when planning project tasks involving NDE, NSHE, and DETR business units.

3.7.4.6 State Project Staff members include:

##### A. Subject Matter Experts

These individuals ensure that the project meets the program and business processing needs of each agency. Subject Matter Experts provide input and resources to help define the requirement and test the functionality, matching hub output, user-interface, reports and functional training and documentation when necessary.

## B. Technical Leads and Team Members

Technical IT members using technical knowledge and skill in specific disciplines including database management, programming, interfacing, experience with data matching process, extract development, and business rule knowledge, participate on the project to help meet technical system requirements.

## C. Other State Resources

Other State agency personnel will be involved with the project to leverage their capability and expertise through consultation or partnership. These include, but are not limited to technical resources from EITS to ensure compliance with State security requirements.

### 3.7.5 Quality Assurance Monitor

SLDS Implementation represents a significant commitment of resources including personnel, equipment, and funding. Ensuring a successful project is important to the State, the Quality Assurance (QA) monitor will provide quality assurance oversight for the project. The QA monitor will evaluate and review project progress and product quality for all major project deliverables and work products. QA objectives include ensuring that the State obtains anticipated operational improvements, reduces risk, and receives quality project products delivered as expected. Other responsibilities include:

- 3.7.5.1 Attend project status meetings;
- 3.7.5.2 Review and evaluate contract status, project schedules and project status reports within mutually agreed upon time frames;
- 3.7.5.3 Review and evaluate product quality of project deliverables, work products and other project documents;
- 3.7.5.4 Review, discuss and provide input and recommendations on project activities and deliverables;
- 3.7.5.5 Identify and resolve disparity between project contractual requirements/functionality and project deliverables and work products;
- 3.7.5.6 Review and report on critical project metrics including schedule, system cost, functionality, project cost, scope and resource allocation; and
- 3.7.5.7 Conduct a post implementation review on completed project phases.



## 4. SYSTEM REQUIREMENTS

### 4.1 VENDOR RESPONSE TO SYSTEM REQUIREMENTS

Vendors must explain in sufficient detail how the vendor will satisfy NDE's project requirements described below and in *Attachment O, Requirements Matrix*. If subcontractors will be used for any of the tasks, vendors must indicate what tasks and the percentage of time subcontractor(s) will spend on those tasks.

### 4.2 COMPUTING PLATFORM

#### 4.2.1 SLDS Hosting

4.2.1.1 The vendors must have experience with hosting and managing SLDS environments.

A. The consideration for hosting and managing the SLDS are support staff for software updates and maintenance for the operating system and all SLDS components including:

1. Network performance;
2. Security Administration;
3. Physical security; and
4. Backup site.

B. SLDS hosting environments will include:

1. SLDS Development;
2. SLDS Test;
3. SLDS UAT/Training; and
4. SLDS Production environments.

#### 4.2.1.2 Vendor Hosted Infrastructure

This service includes air conditioning, cooling equipment for the CPUs, fire protection, electrical and backup emergency electrical service, raised flooring and racking to accommodate cabling, and security. All system and data management of basic hosted systems will be the responsibility of the vendor that owns the equipment.

A. Monitoring: Vendor utilizes a centralized monitoring tool to verify systems and/or services are up and running and will establish a notification protocol to alert agency staff of possible down systems.

B. OS Security Patch Management: On a regularly scheduled basis Vendor will apply security patches and test the application to each hosted server to ensure protection from OS vulnerabilities. Critical security patches are more urgent in nature and should be applied immediately after successful testing based on vendor reported criticality, exposure of the system and known exploits to each hosted server to ensure protection from OS vulnerabilities.

- C. Vendor will make sure that the data both in transit and rest are secured and encrypted and follows the FERPA, Department of Labor data sharing and privacy laws, security requirements and other State privacy laws related to Personal Identification Security (NRS 597.970, NRS 205,4742 and NRS 603A.040).
- D. Hardware Management: Through alert notification, Vendor will manage hardware failures on hosted systems.
- E. Anti-Virus Management: Vendor will provide Anti-Virus software and utilize a centralized AV console to ensure timely updates to new Virus definitions.
- F. Data Security and Data Encryption: Vendor will secure method of transport for receiving and delivering data; encryption of data that is in transit and at rest per Nevada Revised Statute's and applicable Federal laws.

#### 4.2.1.3 SLDS Vendor Managed Housing

This service includes management of the SLDS environment, but is not limited to the following support for the Development Test, UAT/Training and Production environments:

- A. Updates and Patches: Apply updates and patches to the Operating System (OS) and all SLDS technology components including database management and application management.
- B. Problem Management: Troubleshoot problems with all SLDS technology components implemented.
- C. Approve NDGC Updates: Apply all NDGC approved updates to the SLDS environment including Matching Engine and Hub.
- D. Responsible for all the technology development changes and enhancements in all the environments hosted by the vendor including Matching Engine and Hub, Database Management System, Reporting Engine and tool.
- E. Provide the appropriate trained staff for System Administration, Data Base Administration, Workflow Support, System/Software Engineer(s) for changes to the matching engine, data hub and Report Developer.
- F. Vendor will provide training to the State personnel in the matching engine tool and/or application configuration and reporting tools for generating reports.
- G. Service Level Agreements (SLAs): Maintain SLDS and associated technology components operational ability per agreed upon SLAs. Provide data backups.

## 4.3 TECHNICAL REQUIREMENTS

The State is eager to implement a SLDS solution with common components that work well together and avoid extensive manual integration and intervention. Important to the State is to avoid solutions with a large number of complex third (3<sup>rd</sup>) party products that cannot be successfully implemented or supported. Since a cost-effective successful SLDS implementation is one of the project's ultimate goals, implementation or functionality must be based on products and components that work well together and are proven in other implementations.

The awarded vendor will have a well-balanced solution and common product set that does not overly complicate, and yet provides for efficient SLDS operations and minimizes total cost of ownership. As well, the solution is easily maintainable. Vendors are encouraged to offer software and related hardware products that accomplish the SLDS functionality objectives and align with the project goals and objectives.

In the vendor response to the RFP questions/statements below, vendors must describe how their proposed solution aligns and physically implements the matching hub and report generation functionality. Where appropriate, vendors are encouraged to describe how their proposed solution provides added value to the concepts presented in Technology Component View and Hybrid Federated SLDS model. The State of Nevada supports the Hybrid Federated SLDS Model implementation approach.

### 4.3.1 Hybrid Federated SLDS Model

4.3.1.1 The federated SLDS model provides for the participating agencies to retain ownership and security responsibilities for their data and responsibility for their agencies data quality.

- A. The FFDs generated by each participating agency contains the data identified and approved for use by the SLDS.
- B. The DDs doesn't contain any PII data and the data is stored in the CEDS or an otherwise agreed upon data format.
- C. These data sets are contained in the owner agency's security layer that requires the NDGC to give permission to users to access only the data elements they need for their specific reporting requirements in this secure area and then only for a specified timeframe.

4.3.1.2 The difference between the original federated model and the recommended hybrid federated model is the original model required the data from participating agencies to be matched for each report request.

- A. The hybrid model employs the use of an ongoing MDH with a USPI assigned to link individuals from K-12 with individuals captured by the post-secondary education system with individuals in the workforce system.

- B. The matching is based on bio-demographic data for each individual residing in each participating agency's data base.
- C. The MDH is regularly queried to be updated with new bio-demographics information from each participating agency's data.
- D. The bio-demographic data elements used to link from education and workforce data systems to create the USPI and MDH include but are not limited to the following:

<i>Bio Demographic Attribute Elements</i>			
First Name	Gender	NSHE ID	Cell Phone Number
SSN	Ethnicity	Date of Birth	NDE SAIN UID
Race	Middle Initial	LEA UID	DETR UID
Last Name	Home Address	Home Phone Number	

4.3.1.3 The MDH data is contained in the SLDS secure area.

- A. The MDH minimally contains the following linked data elements from the SLDS and participating agencies USPI linked to SAIN Unique Identifier (UID); NSHE UID, DETR UID, and encrypted DETR SSN to determine the relationship of individuals that are encompassed within one (1) or more of the participating agencies.
- B. Identify matching is critical for an effective longitudinal data system.
- C. The storing of matched data allows for the matching process to be ongoing and continually improved, which is an investment in data quality.

4.3.1.4 All data that is contained within the SLDS Security Layer is NDGC approved data from the participating agencies with the addition of the generated USPI for individual linking purposes.

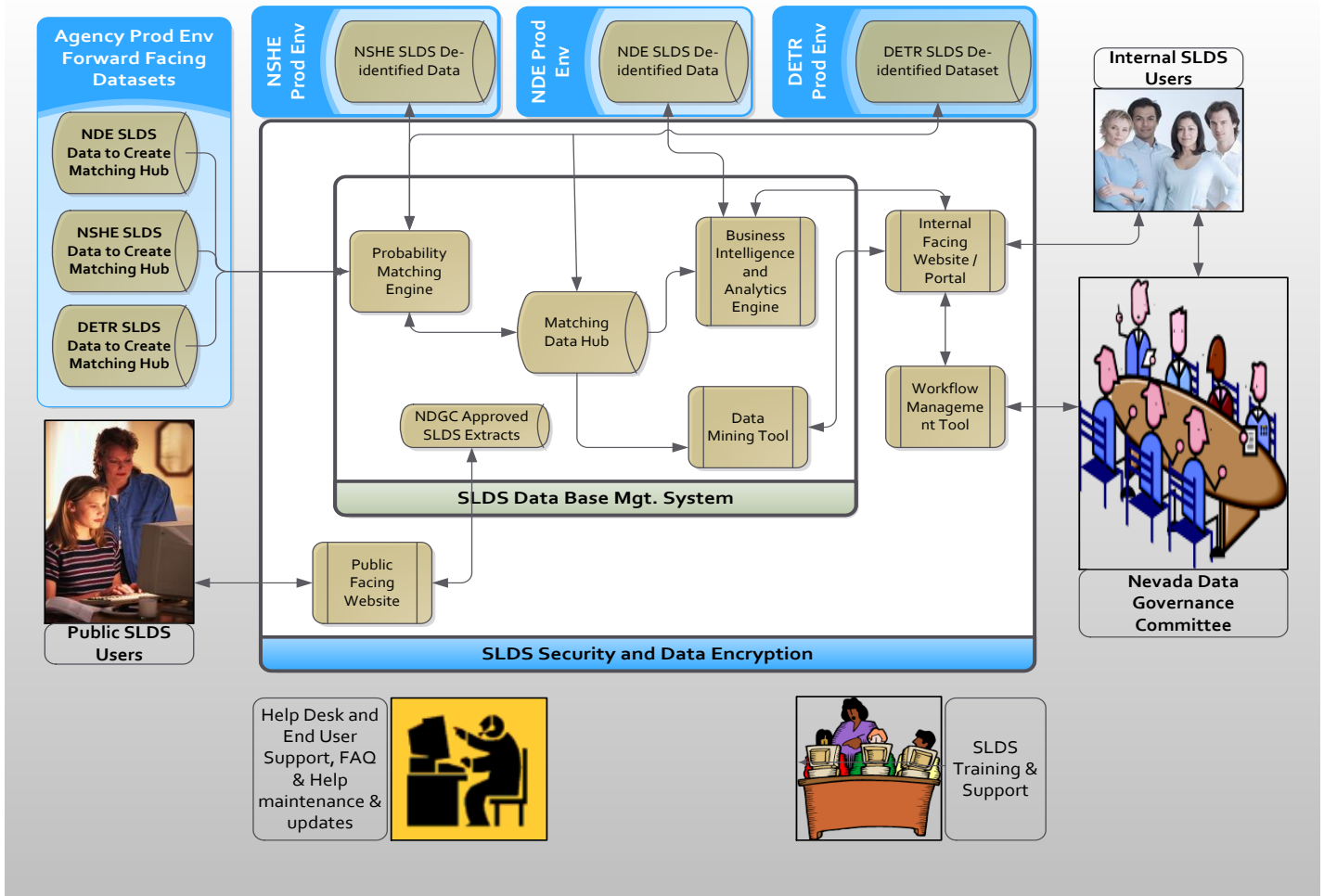
4.3.1.5 To access the SLDS data, all approved users must have documented NDGC approval for their specific reporting purpose and the use of individual longitudinal data elements from more than one of the participating agencies.

- A. The NDGC will also verify there is an approved Data Access and Use Policy (DAUP) in place between all of the SLDS participating agencies that supports the end users specific reporting purpose and use of individual data elements that aligns with FERPA and applicable State statutes to protect an individual's privacy.

- 4.3.1.6 Once in the production environment, the data is already linked and ready to be used for reporting.
- A. However, even after data use, the construction of the SLDS does not end.
  - B. Longitudinal data systems must be continually improved in order to effectively support decision making.
  - C. This is accomplished by periodic updates to the SLDS data and MDH from new or modified data from the participating agencies.
    - 1. i.e. new K-12 students or new post-secondary education students enroll in a Nevada post-secondary institution.
  - D. This process will invoke the matching process and provide updates to the MDH, as well as, provide reports describing near bio-demographic matches for agency staff to review and modify the agency data that all impacted stakeholders agree needs to be changed in order to arrive at a perfect match.

#### 4.3.2 Technology Component View

On the following page is the high level view of the technology components envisioned for the Nevada SLDS System based on the Hybrid Federated SLDS Model.

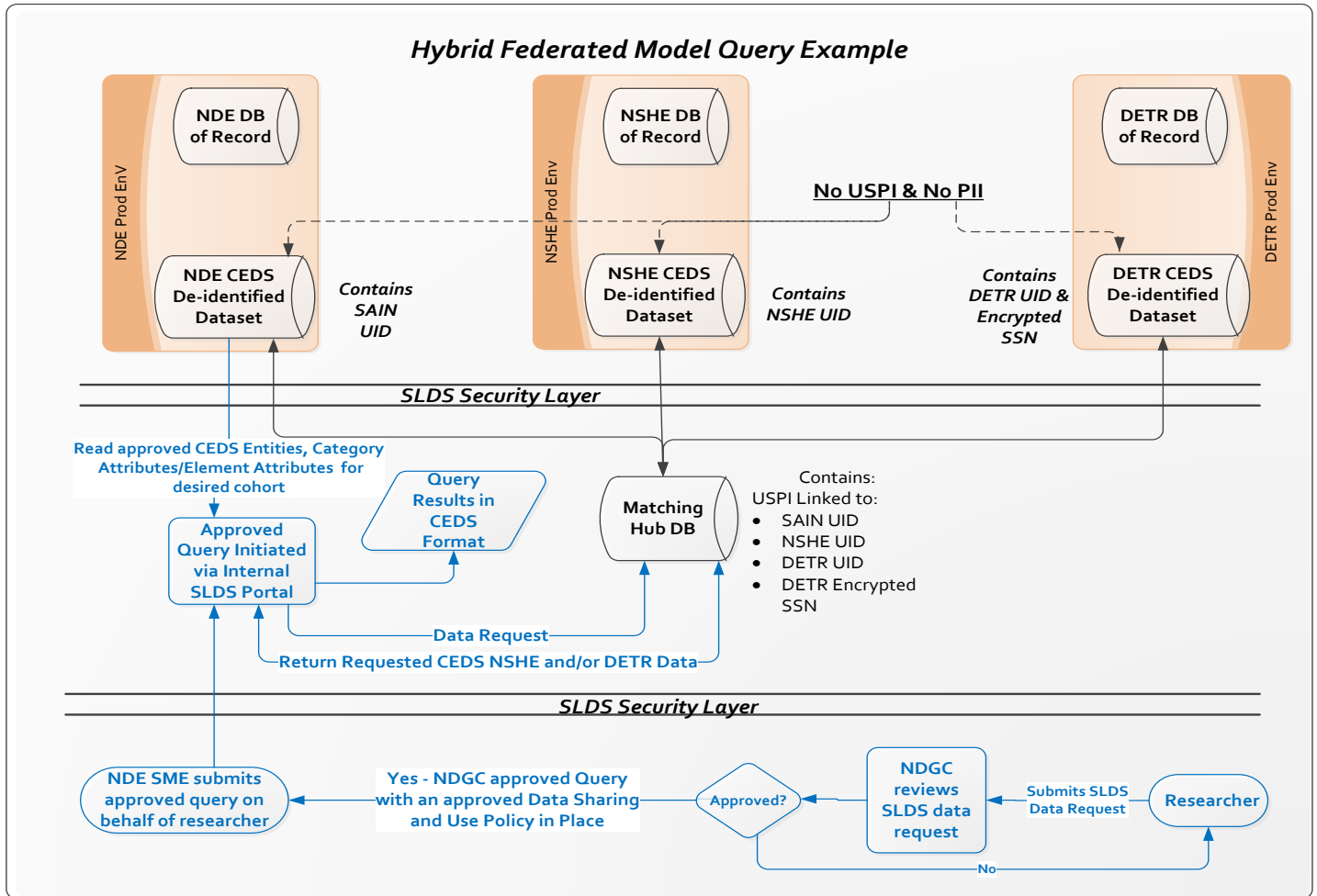


4.3.2.1 The conceptual model includes the following required and optional technology requirements for this RFP.

SLDS Technology Requirements		
Technology	Description	Required (R) / Optional (O) to meet the requirement of this RFP
Probability Matching Engine	Used for assignment and management of the USPI for the matching data hub and the participating agencies. This is required to positively identify individuals that exist in one or more of the participating agencies data.	R

Data Base Management System	Used for management of the matching data hub as well as each participating agencies forward facing data set.	R
Report Development	Automate 7 known Nevada reports using SLDS data.	R
Workflow Management Tool	Used for management of the process for data query change requests as well as new data query requests per the requirements set forth by the NDGC.	O
Business Intelligence and Analytics Engine	Used by the approved data requestors and SLDS data SMEs to create NDGC approved data files and reports from the SLDS.	O
Data Mining Tool	Used by approved data requestors and SLDS data SMEs to determine trends that exist in the SLDS data.	O
Data Security and Data Encryption	Used to manage the approved access to the SLDS and matching hub data; encryption of data that is in transit and at rest per Nevada Revised Statute's and applicable Federal law.	R
Public Facing Website	For use by the general public containing approved SLDS data sets for query as well as dashboards and storyboards.	O
Internal Facing Website/Portal	For use by Nevada internal SLDS data users tailored to the end user's needs and security requirements.	O
Help Desk and end user support, FAQs, Help maintenance / updates	For use by Nevada internal SLDS data users tailored to the end users' needs and security requirements. Should be included on the Internal Facing Website/Portal along with phone support and trouble ticket initiation, tracking and closing. Not intended for public users.	O
Training Support	For new Nevada internal SLDS users; teachers; administrators; participating Nevada agency SMEs. Can include instructor led face-to-face; train the trainer; online modules/videos; webinar training; self-paced training. Must include certification and approval by the NDGC before an SLDS end user account can be issued.	R
Future Reports	Use of the SLDS is intended to increase and new report and data requests will need to be approved by the NDGC and accommodated via the Business Intelligence and Analytics Engine or via submission of requirements to the SLDS managed hosting vendor.	O

4.3.2.2 Nevada Proposed Data Flow for a Hybrid Federated Statewide Longitudinal Data System



4.3.3 Workflow to process data query request

Used for management to process data query change requests, as well as, new data query requests per the requirements set forth by the NDGC.

4.3.3.1 Referring to the diagram and requirements for workflow and elsewhere in the RFP, describe the proposed system’s capabilities and design.

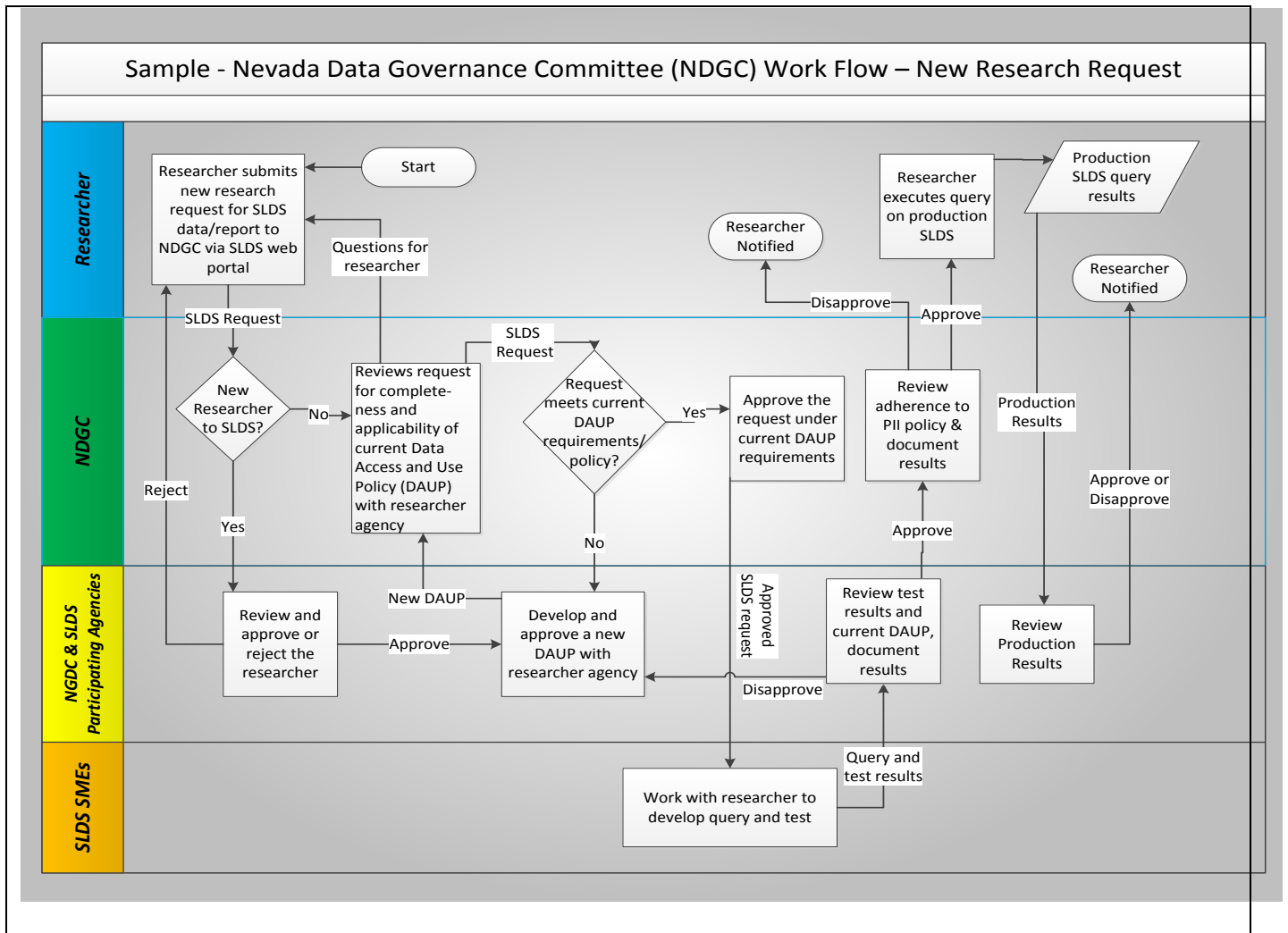
4.3.3.2 In addition to other pertinent content, vendors must describe the following for their proposed solutions:

- A. Explain how a new request and change in request is handled and maintained within the workflow system from request to fulfillment.
- B. Describe proposed workflow features and functions.
- C. Describe how workflow queries are established and worked.

4.3.3.3 The illustration below reflects a probable NDGC work flow to process a new research request NDGC made up of key personnel



from each SLDS data contribution agency with the responsibility of managing and safeguarding the SLDS data.



#### 4.3.4 Matching Hub

The matching engine within the SLDS for matching data to assign a USPI is critical to the SLDS implementation. The matching engine should meet the match rate mentioned in the RFP. In addition to other pertinent content, vendors must describe the following for their proposed solution:

4.3.4.1 Describe the proposed matching algorithms as per the Hybrid Federated SLDS model proposed in the RFP.

A. Is the algorithm custom developed by the vendor or is an out-of-box tool being used for matching and creating USPI?

Provide the details of the product if the matching algorithm and engine is not custom developed by the vendor.

B. Describe how flexible the matching engine tool is for configuring matching metrics and conditions?

Does the tool allow creating “what-if” analysis when modifying matching techniques for key matching metrics?

- C. Describe how the matching tool will handle initial load and matching of the data for creation of USPI.
- D. Describe how the duplicates, probable duplicates and de-duplication will be handled by the matching engine.
- E. Describe the data size capability of the matching tool.
- F. Describe if any tool capability for detecting phonetic, fuzzy and abbreviated variations.
- G. Describe the different data sources allowed in the matching engine.
- H. Describe if the tool will allow setting a match threshold (0-100%) on multiple fields/columns and viewing the matches/duplicates, seeing the match percentage on each field/column.
- I. Describe if the tool allows for name de-duplication.
- J. Describe if the tool allows for gender identification of common names.
- K. Describe if the tool allows for pattern matching and telephone number matching.
- L. Describe if the tool allows for matching on the historical data to handle name change scenarios.
- M. Describe the proposed architecture and design for accomplishing initial load of data and matching and ongoing load of data matching, including if the matching will be done real time or in batch mode.  
  
If in batch mode, then describe the scheduling options and rerun design.
- N. Describe the process for resolving near matches and if the tool provides user interfaces for resolving near matches.

#### 4.3.5 Data Management

The State requires that its data be protected, secured, and properly validated and easily accessible when authorized. The proposed solution must include a robust and structured approach for storing, processing, and managing SLDS data.

4.3.5.1 Describe the proposed system's data management capabilities and design.

4.3.5.2 In addition to other pertinent content, vendors must describe the following for their proposed solution:

A. How data profiling for discovering and analyzing the quality of data, validation and verification occurs within the proposed solution;

B. How data quality will be checked to find out if any of the required fields are missing values for data matching or duplicate data exist;

C. Describe if the data quality tests can be configured and customized;

D. Data architecture and governance processes used to ensure data integrity flexibility and security;

E. Data and system backup and recovery capability used in the event of a natural or man-made disaster;

F. Data security and access control levels;

G. Capability for encrypting and securing data in the matching hub both in transit and at rest;

H. Data management features and functions that ensure high levels of system availability and performance;

I. Data audit trail features including the capture and maintenance of historical and changed data;

J. Data repository optimization for report processing; and

Is there additional optimization or other strategies for report processing?

K. Generally describe how proposed data identifiers or key structures are used for information retrieval and report processing.

#### 4.3.6 User Interface for Resolving Near Matches

The user interface within the SLDS for resolving near matches is an essential component. The interface must be simple, clear, easy-to-use and flexible. It must allow ready interpretation of required information and provide error and warning messages with resulting action(s) where appropriate.

4.3.6.1 The vendor may provide sample screen shots; however, screen shots embedded in their response should be kept to a minimum.

- A. Note that the vendor may include additional sample screen shots and other documentation that demonstrates the user interface in submitted supporting materials
- B. In addition to other pertinent content, vendors must describe the following for their proposed solution:
  - 1. The solution's user interface feature, navigation, and related functionality; as well as, the general look and feel;
  - 2. Intuitive features and other graphical controls that facilitate end-user and constituent usage;
  - 3. How help, procedural, and other informational content, such as system availability, is posted and maintained for end-user consumption;
  - 4. How different user security roles/profiles and related functionality will affect or restrict what is presented to the user; and
  - 5. What operating systems, applications, and/or browser versions are required to operate the user interface?

#### 4.3.7 Rules Management

The State is seeking a SLDS solution that facilitates data matching policy and rule maintenance as much as possible.

4.3.7.1 In addition to other pertinent content, vendors must describe the following for their proposed solution:

- A. How does validation and verification occur within the proposed solution?
- B. What percentage of the solution's processing rules and data matching policies are contained within valid-value lookup and other table-driven mechanisms.
- C. How the proposed solution's rules and valid-value tables are maintained and configured.
- D. What role does the end-user versus the programmer/technician play in maintaining system and data code values?
- E. What role does the end-user versus the programmer/technician play in maintaining system and data code values?

- F. Explain when the proposed solution's processing rules and other parameters are hard-coded or hard-wired within application logic and how the embedded rules are documented and maintained.

#### 4.3.8 Report Management

The SLDS reporting requirements are significant. There are existing reports that are currently produced by manually matching the data. Nevada is seeking a report management solution that provides ability to automate the existing seven (7) manual reports. The solution must include the ability to archive and order reports for subsequent retrieval and review. (**Refer to Section 4.4.3**) for the seven (7) reports requirement.

4.3.8.1 Referring to the requirements identified in **Section 4.6 – Requirements Matrix** describe the proposed solution's report design, distribution, and management functionality.

4.3.8.2 In addition to other pertinent content include a description for the following:

- A. Describe the integrated toolset and proposed solution for designing, developing, scheduling, monitoring, and managing reports and report output;
- B. Describe how reports are electronically distributed, accessed and archived;
- C. Describe how a report or a portion of a report may be printed on paper when necessary;
- D. Describe how online and archived reports are secured for authorized access;
- E. Describe the user interface used to access and view report information;
- F. Describe how the reporting requirements for the minimum acceptable cohort value will be handled;
- G. Describe other report design and parameter driven capabilities proposed; and

Are design standards used on reports such as unique identifiers, headings, titles, dates, requesting user IDs, page counts, summaries, totals, groups, and parameters?

- H. Describe the architecture for getting data for reports based on the Hybrid Federated SLDS model.

#### 4.3.9 System/Application Security

Securing and safeguarding sensitive information are essential requirements of the SLDS project.

4.3.9.1 The solution must provide a means for establishing security roles based on functional responsibility and allow access to information when authorized.

Sensitive information processed through the web and other external communications must be safeguarded and protected.

4.3.9.2 Additionally, the proposed solution must adhere to FERPA, Department of Labor, Federal and State data security policy and rules.

4.3.9.3 Referring to the requirements mentioned in the RFP, describe the proposed solution's security features and capabilities.

4.3.9.4 In addition to other pertinent content, vendors must include a description of the following:

A. Describe proposed general application security capability and features;

B. Describe security standards of policies inherent or currently contained within the proposed solution, such as FERPA or Department of Labor;

C. Explain how security roles are used to define application access and what capability exists for copying, modifying, and managing roles and assigned users or groups;

D. Describe how, when and what audit trail information is captured and what features are available to facilitate monitoring, reviewing and reporting;

E. Describe how the proposed solution integrates with Lightweight Directory Access Protocol (LDAP) directory service allowing for the provisioning and synchronizing of identities for centralized identity management;

F. If the proposed solution utilizes web services, describe the authentication and authorization mechanisms used to secure such services;

G. Describe when and where proposed data encryption of information occurs; and

For example, are both stored and transmitted data encrypted?

H. Describe proposed techniques for managing and monitoring

information and application access.

#### 4.3.10 Other Non-Functional/Technical Requirements

- 4.3.10.1 In addition to the system functionality described, the State identified other technical and non-functional system requirements that must be met by the awarded vendor.

The vendor's proposed solution must provide a technical architecture and environment that is secured, performs well, is maintainable and reliable, and is recoverable should a man-made or natural system disaster occur.

- 4.3.10.2 Referring to the requirements identified in the RFP, describe how the proposed solution's technical features, functions, architectures, hardware and software components support and satisfy the overall stated SLDS functional and non-functional requirements.

- 4.3.10.3 In addition to other pertinent content, vendors must respond to the following:

##### A. System Software

The vendor must include within their cost proposal all required system operations, database, security, and virtualization software, functional and interface software and all other third (3<sup>rd</sup>) party and vendor software products required to properly design, develop test, train, implement, interface, maintain, tune and operate the proposed solution and fully satisfy the State's requirements.

1. Software releases and versions must be the most current required to correctly and properly operate the vendor's proposed solution;
2. The State reserves the right to purchase third (3<sup>rd</sup>) party software through the vendor as part of the RFP and/or through other available resources approved by the State;
3. If the vendor's proposed solution requires desktop and/or other peripheral related software not already described in the State's current configurations, (*refer to Section 3.4 - Current Computing Environment and Section 3.5 - Project Software*), then the vendor must include costs in their cost proposal (*Attachment K - Project Costs*) for all necessary desktop and peripheral software required to properly operate the proposed solution;
4. If the application software is not public domain, a licensing strategy must be described to support the pre-production environment;



Within the licensing strategy, describe how the State will defer paying for licenses until they are required and/or in full use.

5. Any other software used within the system, for which the State would need to obtain licenses, must be defined by the vendor.

While the State requires each vendor to include their costs for all third (3<sup>rd</sup>) party software and associated licenses in **Attachment K - Project Costs**; the State, at its sole option, reserves the right to procure any or all of the software and associated licenses from another available source.

6. Vendors must indicate what software products and version levels are currently supported and required for the proposed system.

The vendor must state and ensure that the proposed system and system configuration and solution do not require hardware, operating system, or other components that are no longer licensed and/or supported.

#### B. System Hardware

1. The vendor must include within their proposal all server, data storage, virtualization, cables, cards, connectors and other hosting, imaging and server related equipment information necessary to fully satisfy the State's RFP requirements and properly operate the vendor's proposed solution.
  - a. This includes equipment necessary for proof-of-concept development, test, user acceptance/training, and final production processing environments.
  - b. Equipment proposed by the vendor must be all mainstream computing equipment offered by leading computing equipment manufacturers.

#### C. Development, Test and UAT/Training Environments

The State envisions using pre-production environments to facilitate design, development, test, user acceptance, and training project tasks. Each environment, either physical or virtual, must use mainstream industry-standard hardware, software and relational database management products. Security and network communication protocols must be compatible with existing State LAN and WAN specifications.

While the State requires each vendor to include their costs for all base components and third (3<sup>rd</sup>) party equipment in **Attachment K - Project Costs**, the State, at its sole option, reserves the right to procure any or all of the required components and equipment from another source, based upon specifications provided by the awarded vendor.

Within **Attachment K - Project Costs**, vendors must provide a comprehensive equipment list including equipment make, model and primary configuration.

#### 1. System Architecture

- a. Vendors must describe the system architecture degree at “openness” and adherence to industry standard hardware, software, security and communications protocols.
- b. Vendors must describe the hosting environment.
- c. Vendors must describe how components of the proposed architecture will remain current and supported to avoid becoming obsolete.
- d. Vendors must provide an overview of how major hardware and software components are layered and used within the architecture.
- e. Vendors must identify and describe the primary underlying development programming language(s), integrated development environment (IDE), and component server environment used to produce tailored or customized components of the proposed solution.

#### 2. Disaster Recovery and System Integrity Architecture

- a. Describe how your solution ensures system integrity and recovery; and
- b. Include information regarding fault tolerance capability, if any, backup schedules and approach, data and system recovery, and offsite or alternate site requirements in case of disaster and other system continuity information.

#### 3. System Performance, Capacity and Scalability

- a. The proposed system must provide necessary capacity to store, initial load and matching for USPI, ongoing matching for USPI ad process the data, and be capable of scaling in size and performance; and

- b. Describe system performance and capacity features of the proposed solution and how the proposed solution is able to scale up to meet increase in load and demand.

#### 4. System Availability, Reliability and Maintainability

The SLDS solution must be accurate and reliable. Another objective of the SLDS implementation is to ensure that system components are maintainable.

- a. Describe how the proposed solution will meet system operational requirement;
- b. The proposed solution must reliably produce accurate, timely and consistent results when matching the data and/or generating reports. Describe how your solution achieves these requirements; and
- c. Describe features and designs of the proposed solution that ensure component maintainability and ease of modification.

#### 5. Service Level Agreement

The SLDS project should have a measurable Service Level Agreement.

- a. Describe briefly the service that will be provided with service standards.
- b. What percentage of the overall time services will be available?
- c. Number of concurrent users that can access the SLDS environment including matching engine tool.
- d. Is there any limitation on the number of users that can access the generated report on the website?
- e. The schedule for notification in advance of any changes to the hosted environment that may affect users.
- f. Help desk response time for various issues including technical issues. Provide separate response time and resolution time for each of the service identified.

## 6. Security Architecture

- a. Vendors must describe how their system ensures security for access to the matching hub and reports; and
- b. Include recommended maintenance and upgrade strategies.

## 7. Personal Identification Security

System must meet State security standards for transmission of personal information as outlined in NRS 597.970, NRS 205.4742 and NRS 60A.040.

## 8. Statewide System Security Requirements

All information technology services and systems developed or acquired by Nevada State agencies shall have documented security specifications that include an analysis of security risks and recommended controls (including access control systems and contingency plans).

- a. Security requirements shall be developed at the same time system planners define the requirements of the system. Requirements must permit updating security requirements as new threats/vulnerabilities are identified and/or new technologies are implemented;
- b. Security requirements and evaluation/test procedures shall be included in all solicitation documents and/or acquisition specifications;
- c. Security considerations must be included in each phase of system development;
- d. Systems developed by either internal State or contracted system developers shall not include back doors, or other codes that would cause or allow unauthorized access or manipulation of codes or data;
- e. All approved information technology services and systems must address the security implications of any changes made to a particular service or system;
- f. The responsible agencies must authorize all changes; and
- g. Application systems and information that become obsolete and no longer used, must be disposed of by appropriate procedures. The application and

associated information must be preserved, discarded, or destroyed in accordance with Electronic Record and Record Management requirements defined in NRS and NAC 239, Records Management.

- 4.3.11 Breakdown of the number of records by each agency
  - 4.3.11.1 NSHE Fall 2012 Enrollment: 105,045 with a total of 366,969 rows of course level data;
  - 4.3.11.2 NDE Current Enrollment: approximately 490,000; Size of Data in SAIN: approximately 280 GB; and
  - 4.3.11.3 DETR approximately 750,000.

#### 4.4 FUNCTIONAL REQUIREMENTS

- 4.4.1 Continuing with the SLDS conceptual model introduced in **Section 4.3 - Technical Requirements**. The following RFP sections describe specific business functionality that must be provided within the vendor's response to the State solicitation. The primary functionalities to be addressed are mentioned below. These are the functional requirements that must be satisfied as part of this solicitation and clearly identified in **Attachment O - Requirement Matrix**. Requirements marked with responsibility of the participating agency are the responsibility of the participating agency to complete and is not a requirement for the vendor.
  - 4.4.1.1 Agency data for the matching hub with unique ID for each record required for creation of USPI is the responsibility of the participating agency.
  - 4.4.1.2 Work flow management tool for data access and report request and approval is the responsibility of the contracted vendor.
  - 4.4.1.3 Data profiling for discovering and analyzing the quality of the data to find missing values, duplicate values.
  - 4.4.1.4 Data validation and verification.
  - 4.4.1.5 Probability Matching Engine: Used for assignment and management of the USPI for the matching data hub and the participating agencies. This is required to positively identify individuals that exist in one or more of the participating agencies data.
    - A. Initial load and matching of the data for creating and assigning USPI of the existing data;
    - B. Ongoing load of data extracts and matching of the data for creating and assigning USPI;

- C. Setting a match threshold (0-100%) on multiple fields/columns for matching (*refer to Section 1.6.1 – Goals*) for the match rate requirement;
  - D. Allow for matching on pattern, telephone number and historical data;
  - E. Allow for gender identification and de-duplication and produce a report of the de-duplicated data;
  - F. Ability to resolve Near Matches using User Interface; and
  - G. Ability to view the matched output result and the metrics and parameters that were applied for the matching including the match threshold percentage.
- 4.4.1.6 SLDS Database Management System is the responsibility of the vendor. This is used for the management of the matching data hub, as well as, each participating agency’s forward facing data set.
- 4.4.1.7 Forward facing datasets with unique ID for report generation is the responsibility of the participating agency.
- 4.4.1.8 Report Development
- A. Reporting framework for automating existing seven (7) manual reports to be generated from the SLDS systems once implemented is the responsibility of the contracted vendor.
  - B. Automation and generation of existing seven (7) known manual reports from the SLDS systems following the technical requirements as mentioned in the RFP document is the responsibility of the contracted vendor.
- 4.4.2 These are the functional requirements that must be satisfied as part of this RFP.
- 4.4.3 The seven (7) current manual reports that will need to be automated as part of the SLDS implementation are as follows:
- 4.4.3.1 NDE – State Accountability Summary Report;
  - 4.4.3.2 CTE - Accountability Report;
  - 4.4.3.3 CTE – Data Report;
  - 4.4.3.4 CTE – Federal Employment Data Exchange System (FEDES) File Extract & 5S1 and 4P1 Student Positive Placement for the Consolidated Annual Report;
  - 4.4.3.5 NSHE – Student Completion and Work Force Report;

- 4.4.3.6 NSHE – College Continuation Rate Report; and
- 4.4.3.7 NSHE – Math pathways a student takes in high school versus their experience with college math with remediation and without remediation.
- 4.4.4 Current Career Technical Education (CTE) reports utilize data from either NSHE and/or DETR. CTE is part of NDE.
  - 4.4.4.1 [http://ctae.nv.gov/Career\\_and\\_Technical\\_Education/Accountability\\_2011\\_2112\\_Performance\\_Indicators/](http://ctae.nv.gov/Career_and_Technical_Education/Accountability_2011_2112_Performance_Indicators/)
    - A. Click on the State Post-secondary link. All pages of these reports are generated by hand utilizing NDE/CTE data and either NSHE and/or DETR data.
    - B. Click on the State Secondary link. Only the 5S1 Sub Indicator page is generated by hand utilizing NDE/CTE data and either NSHE and/or DETR data;
    - C. Click on the CTE Accountability 2011 Report link. The table on page 7 is generated by hand utilizing NDE/CTE data and NSHE data.
- 4.4.5 Current NDE report which utilizes data from NSHE.
  - 4.4.5.1 2011-2012 State Accountability Summary Report
    - A. <http://www.nevadareportcard.com/PDF/2013/00.E.pdf>

On page 5 under the page heading ‘Nevada System of Higher Education (NSHE) (Fall 2012)’ NSHE data is displayed. This is the only section of the report that utilizes NSHE data.
- 4.4.6 Current NSHE reports that utilize data from either NDE and/or DETR.
  - 4.4.6.1 Student Completion and Workforce Report;
    - A. <http://www.nevada.edu/ir/Documents/EconDevelopment/WorkforceReport.pdf>
  - 4.4.6.2 Nevada College Continuation Rate Report. Reports on rates of Nevada post high school graduates that go on to Nevada institutions, as well as, outside Nevada institutions for post-secondary education.
    - A. [http://www.nevada.edu/ir/Documents/NV\\_College\\_Continuation\\_Rate\\_2009-2011.pdf](http://www.nevada.edu/ir/Documents/NV_College_Continuation_Rate_2009-2011.pdf)
  - 4.4.6.3 NSHE – Math pathways a student takes in high school versus that experience with college math with remediation and without remediation. This report is distributed on request.

- 4.4.7 The SLDS Implementation must be capable of supporting the functionality, processes, technical requirement and security requirement introduced above and throughout the RFP.

Vendors are encouraged to review and be knowledgeable regarding content contained within the RFP related to the requirement prior to responding to the subsequent subsections.

- 4.4.7.1 In addition to the requirements identified with the RFP and its attachments, SLDS implementation data and reporting requirements are governed by FERPA, Department of Labor laws and State laws for storing and sharing data.

- 4.4.7.2 As part of the SLDS implementation, the awarded vendor will be required to understand and implement applicable rules, requirements and procedures.

- 4.4.8 Vendors are expected to describe how their proposed solution satisfies and implements the required functionality.

- 4.4.9 Vendors are required to respond to the stated questions and requirements found in the RFP document with their written response(s) in ***bold italics*** immediately following the applicable RFP question, statement and/or section. Responses should be clear and concise and facilitate ease of response review and evaluation.

## **4.5 SECURITY STANDARDS**

DETR, NSHE, and NDE share detailed data as part of the solutions, and to protect privacy, will aggregate the data for reporting purposes to preserve the privacy of individuals per FERPA and Department of Labor data sharing and security requirements. Existing Federal and State data sharing and security agreements will also need to be followed as part of the data sharing. Role based access will need to be implemented for individual level secure access that will grant access to varying levels of data depending on the role of the person accessing the data.

- 4.5.1 System security must be role-based and include a user ID and password controlled by a SLDS system security administrator who is responsible for user role assignments;
- 4.5.2 Roles will be assigned based on least privileged;
- 4.5.3 Passwords will be stored encrypted within the database;
- 4.5.4 Passwords must meet the State's password standards in length and complexity;
- 4.5.5 The system will be installed at a Computing Facility, in the Virtual Environment that meets the security and hosting requirements of the State;
- 4.5.6 System must meet State security standards for transmission of personal information as outlined in NRS 205.4742 and NRS 603A or any other federal requirements;



- 4.5.7 All technology standards, including but not limited to, password entry; hardware security; limiting of data access to staff; and separation of duties that are currently in place, will continue to be identified;
- 4.5.8 The contracted vendor will also be expected to state specifically what software and hardware requirements will be required or recommended to meet the security requirements;
- 4.5.9 Ensure that the valid electronic signature and audit trail remain with the associated documents/record throughout the life cycle;
- 4.5.10 If a document needs to be signed electronically then it shall display the following information:
  - 4.5.10.1 Name;
  - 4.5.10.2 Acceptance of Perjury Statement; and
  - 4.5.10.3 The date when the document is viewed or printed to show that it has been legally signed.
- 4.5.11 Ensure that only authorized users may view, print or download an electronically signed document;
- 4.5.12 Validate the electronic signature to be applied to the document, including, but not limited to a minimum number of alphanumeric characters entered as the name;
- 4.5.13 Meet State security standards related to user ID and passwords;
- 4.5.14 Must provide configurable password expiration and notification that password is expiring;
- 4.5.15 Ensure electronic document signatures, security, privacy statements, and terms and conditions of usage statements are in effect and in compliance with State and applicable regulations;
- 4.5.16 Support audit and monitoring tools;
- 4.5.17 Retain and archive all system data, associated information, such as logs and user profile information for active and inactive users, to comply with the State's retention schedule and security requirements;
- 4.5.18 Support an option to have one (1) Terms and Conditions (T&C) and Privacy Notice available to unauthenticated users (implicit consent) and another T&C and Privacy Notice for authenticated users (explicit consent);
- 4.5.19 Require the user, upon system registration, to accept the T&C of system usage with an audit trail of this acceptance to remain with the user information according to State retention policies;

- 4.5.20 Encrypt sensitive data in transit and protect sensitive data at rest, including logs, in compliance with the State's consolidated security policy, NRS and PC1 Level 2 Compliance;
- 4.5.21 Validate that users create a valid password and token that complies with the State security policy;
- 4.5.22 Encrypt the file header and payload for sensitive data;
- 4.5.23 Uniquely resolve identities (no shared logins);
- 4.5.24 Provide a security architecture that supports individuals with multiple hierarchical roles;
- 4.5.25 Support automated reset of passwords and user IDs to allow users to reset passwords themselves;
- 4.5.26 Meet the minimum State of Nevada security guidelines including, but not limited to user authentication and use of Secure Sockets Layer (SSL); and
- 4.5.27 Protection of sensitive information will include the following:
  - 4.5.27.1 Personally identifiable information must be encrypted in transit according to NRS 603A;
  - 4.5.27.2 Confidential Personal Data will be encrypted whenever possible; and
  - 4.5.27.3 Sensitive Data will be encrypted in all newly developed applications.
- 4.5.28 All information technology services and systems developed or acquired by agencies shall have documented security specifications that include an analysis of security risks and recommended controls (including access control systems and contingency plans).
- 4.5.29 Security requirements shall be developed at the same time system planners define the requirements of the system. Requirements must permit updating security requirements as new threats/vulnerabilities are identified and/or new technologies implemented.
- 4.5.30 Security requirements and evaluation/test procedures shall be included in all solicitation documents and/or acquisition specifications.
- 4.5.31 Systems developed by either internal State or contracted system developers shall not include back doors, or other code that would cause or allow unauthorized access or manipulation of code or data.
- 4.5.32 Security specifications shall be developed by the system developer for approval by the agency owning the system at appropriate points of the system development or acquisition cycle.

- 4.5.33 All system development projects must include a documented change control and approval process and must address the security implications of all changes recommended and approved to a particular service or system. The responsible agency must authorize all changes.
- 4.5.34 Application systems and information that become obsolete and no longer used must be disposed of by appropriate procedures. The application and associated information must be preserved, discarded, or destroyed in accordance with Electronic Record and Record Management requirements defined in NRS and NAC 239, Records Management.
- 4.5.35 Software development projects must comply with State Information Security Consolidated Policy 100, Section 4.7, Software Development and Maintenance and State Standard 131, "Security for System Development".
  - 4.5.35.1 Separate development, test and production environments must be established on State systems.
  - 4.5.35.2 Processes must be documented and implemented to control the transfer of software from a development environment to a production environment.
  - 4.5.35.3 Development of software and tools must be maintained on computer systems isolated from a production environment.
  - 4.5.35.4 Access to compilers, editors and other system utilities must be removed from production systems.
  - 4.5.35.5 Controls must be established to issue short-term access to development staff to correct problems with production systems allowing only necessary access and logging all the changes made by the staff.
  - 4.5.35.6 Security requirements and controls must be identified, incorporated in and verified throughout the planning, development, and testing phases of all software development projects. Security staff must be included in all phases of the System Development Lifecycle (SDLC) from the requirement definitions phase through implementation phase.

## **4.6 REQUIREMENTS MATRIX**

Prior to the SLDS project detailed design and specification, the awarded vendor will work closely with the State to complete a refinement, validation and synchronization of the RFP functional requirements to the awarded vendor's proposed solution. Through analysis, prototyping and project work sessions, the awarded vendor will assist the State in identifying additional efficiencies inherent within the vendor's solution.

Vendor must:

- 4.6.1 Describe their proposed process to assist the State in adjusting and refining functionality contained within ***Functional and Technical Requirement Sections 4.3 and 4.4***, to take advantage of common and advanced features and functions contained within the proposed solution.
- 4.6.2 Present the platform requirements for efficient operation of the system.
- 4.6.3 Review the requirements matrix carefully to insure that the proposed system design addresses all of the requirements.
- 4.6.4 Tie each data element/function to the vendor's project plan by task number.
- 4.6.5 Respond to all of the requirements by properly coding and indicating how the requirement is satisfied. The proposed costs and project plan must reflect the effort needed to satisfy the requirements.
- 4.6.6 There are three (3) columns within the requirements matrix that must be completed and returned by the vendor for each of the ***Functional and Technical Requirements*** identified in the RFP document. These columns are entitled "Req. %", "Imp. Type", and "Explanation". The vendor must not change the structure of the requirement matrix or place any information in any other tab or column except for the three (3) designated response columns; otherwise, a proposal may be deemed "non-responsive".
  - 4.6.6.1 "Req. %" Column – Valid values for this column include:
    - A. "100%" - which indicates that the vendor is fully and completely implementing the requirement as part of their proposal response. All costs to implement the requirement are included in the vendor's firm fixed price presented in ***Attachment K - Project Costs***.
    - B. "LT" - which indicates that the vendor is implementing some of the functionality but not all as part of their proposal response. All costs to partially implement the requirement are included in the vendor's firm fixed price presented in ***Attachment K - Project Costs***.
    - C. "ZERO" - which indicates that the vendor is not providing any of the functionality as part of their proposal response. There is no cost associated with this requirement in vendor's firm fixed price presented in ***Attachment K - Project Costs***.
  - 4.6.6.2 "Imp. Type" Column – Valid values for this column include:
    - A. "Cont" - which indicates that the requirement is satisfied out-of-the-box or is satisfied through system configuration requiring little or no custom code development or system modification.

For RFP response purposes, eight (8) hours or less of code development to satisfy the requirement is considered a configured item.

- B. “Devi” - which indicates that the requirement is satisfied through code development and/or system modification.
- C. “N/A” - is only used, and must be selected, if the vendor has posted “ZERO” in the “Req. %” column.

4.6.6.3 “Explanation” Column – cells in this column are used to provide additional information regarding the vendor’s response.

- A. An explanation is required if the vendor marked the detailed requirement as “ZERO” or “LT” in column “Req. %”. The vendor must explain what is or is not being implemented, or why the requirement cannot or will not be implemented.
- B. An explanation is optional if the vendor marked the detailed requirement as “100%” in column “Req. %”.
- C. Information posted into this column should be brief and to-the-point. Lengthy explanations are unnecessary.
- D. This column may contain information used to distinguish a vendor’s solution to the requirement or point out a significant benefit to the State.

4.6.7 A summary description of the three (3) column headings and their related instructions are presented in the following exhibit:

<b>SLDS Implementation Requirements Matrix - Summary Instructions</b>			
<b>Matrix Column</b>	<b>Response Selection</b>	<b>Response Selection Description</b>	<b>“Explanation” Column</b>
<p>“Req. %” - indicates what percent of Nevada’s requirement is satisfied by the vendor’s response. The default value is “100%”. The vendor must specifically change this value if anything other than “100%” is proposed.</p>	“100%”	<p>The proposed system wholly satisfies the requirement as stated and the requirement is fully and completely implemented as part of the proposed system. Any cost to implement is included in the vendor’s firm fixed price presented in <i>Attachment X, Project Costs</i>.</p>	<p>Explanation information is optional.</p>
	“LT”	<p>The requirement is only partially implemented for Nevada and any cost to partially implement is included in the vendor’s firm fixed price presented in <i>Attachment X, Project Costs</i>.</p>	<p>An explanation is required.</p> <p>The vendor must explain what is and is not being implemented and why.</p>

<b>SLDS Implementation Requirements Matrix - Summary Instructions</b>			
<b>Matrix Column</b>	<b>Response Selection</b>	<b>Response Selection Description</b>	<b>“Explanation” Column</b>
	“ZERO”	The requirement is not part of the vendor’s proposed solution and is not implemented for Nevada. There is <b>no cost</b> for this requirement in the vendor’s firm fixed price presented in <i>Attachment X, Project Costs</i> .	An explanation is required.  The vendor must explain why the requirement cannot or will not be satisfied or included.
<p><b>“Imp. Type”</b> – indicates how Nevada’s requirement will be implemented within the vendor’s response. The default value is “TBD”. The vendor must change the default value to match their response.</p>	“Conf”	<b>Configured or Out-of-the-Box</b> – the requirement is implemented out-of-the-box or is configured by a system administrator or technician with little or no additional code development required (i.e., 8 hours or less). The requirement is satisfied through existing basic product design and inherent features.	Explanation information is optional if column “Req. %” is equal to “100%”.
	“Devl”	<b>Developed or Modified</b> – to satisfy Nevada’s requirement additional code development and/or system modification is required. Any cost to complete code development or system modification is included in the vendor’s firm fixed price presented in <i>Attachment X, Project Costs</i> .	Explanation information is optional if column “Req. %” is equal to “100%”.
	“NA”	<b>Not Applicable</b> – the vendor has marked “ZERO” in the “Req. %” column and does not intend to implement the requirement.	An explanation is required.  The vendor must explain why the requirement cannot or will not be satisfied or included.

4.6.8 In addition to marking and returning their detailed response to each requirement contained within *Section 4.3 - Technical and Section 4.4 - Functional Requirements*, the vendor must respond to the following RFP requests:

4.6.8.1 Vendor must acknowledge that they have reviewed the instructions, content, and information contained within *Section 4.3 - Technical and Section 4.4 - Functional Requirements*, have completed and marked their detailed matrix response, and are prepared to implement the proposed functionality for the State of Nevada at the firm fixed price presented in *Attachment K - Project Costs*.

4.6.8.2 Vendors must acknowledge that they have reviewed the Requirements Matrix carefully to ensure that their proposal addresses all of the requirements.

- 4.6.8.3 Where requested, vendors must respond to all of the requirements in the Requirements Matrix, by properly coding and accurately indicating how the requirement is satisfied.
- 4.6.8.4 The vendor's proposed cost and project plan must reflect the effort necessary to satisfy the requirements in *Section 4.3 - Technical and Section 4.4 - Functional Requirement* and identified in the Requirement Matrix.
- 4.6.8.5 Vendors must acknowledge that satisfying all of the marked requirements for the State of Nevada is included in the firm fixed price contained within *Attachment K - Project Costs*.
- 4.6.9 Vendors must complete and return *Attachment O – Requirements Matrix* as part of their technical proposal.

## 5. SCOPE OF WORK

The Scope of Work outlines project tasks, work products and deliverables to be completed and delivered by the vendor during the life of the SLDS Implementation project. As part of their proposal response, the vendor must provide a proposed preliminary project plan with milestone and schedule as explained in *Section 4 - System Requirements*. Within the proposed preliminary project plan and schedule, the vendor must reflect a recommended implementation approach and strategy for accomplishing the tasks and activities identified throughout the RFP. The vendor must complete and produce the required work products and deliverables identified throughout *Section 5 – Scope of Work* (note that listed tasks and activities are not necessarily presented in order of required completion).

### 5.1 Major project tasks include:

- 5.1.1 System design;
- 5.1.2 Architecting and Configuration;
- 5.1.3 Data Profiling;
- 5.1.4 Initial Data Load and Matching;
- 5.1.5 Recurring Data Load and Matching;
- 5.1.6 Resolution of Near Matches;
- 5.1.7 Automating Existing Manual Report;
- 5.1.8 System Integration; Desk Procedure Development; and
- 5.1.9 Testing, Training, and Implementation.

The preferred solution will draw on receipt SLDS implementation successes, Commercial Off-the-Shelf (COTS) software, and other viable products configured and implemented to satisfy the State's RFP requirements.

### 5.2 Major work tasks and project deliverables to be completed and produced by the vendor include:

- 5.2.1 Project Planning and Administration;
- 5.2.2 System Environment Configuration;

- 5.2.3 Detailed System Requirements;
  - 5.2.4 Architectural Design; Detailed System Design;
  - 5.2.5 Data Management;
    - 5.2.5.1 Data Profiling and Quality
  - 5.2.6 System Development and Configuration;
    - 5.2.6.1 Initial data load and match to generating USPI;
    - 5.2.6.2 Recurring data load and match for generating USPI; and
    - 5.2.6.3 Report Management
  - 5.2.7 Test Plan and Test Results;
  - 5.2.8 Operations and Support Documentation;
  - 5.2.9 Training;
  - 5.2.10 Production System Implementation; and
  - 5.2.11 Warranty and Maintenance Support.
- 5.3** Each of the above project tasks and deliverables include multiple work products, and may include sections specific to core functionality.
- 5.4** Each of the major project tasks includes one (1) or more deliverables and related work products.
- 5.4.1 Deliverables are associated with project payment and work products represent the completion of specific project work.
  - 5.4.2 Both the deliverables and work products formally communicate and represent project progress.
  - 5.4.3 Each deliverable consists of one (1) or more work products.
    - 5.4.3.1 When all work products related to a deliverable are complete, the deliverable is formally produced for State review and acceptance and payment.
  - 5.4.4 The work products are designed to ensure that a quality solution is being implemented and that the awarded vendor is performing according to the project plan and schedule.
    - 5.4.4.1 Deliverables represent project milestones and are associated with project payment.



5.4.4.2 Proposers must provide costs for each deliverable as identified in ***Attachment K - Project Costs***.

5.4.5 Proposers must reflect within their proposal response and preliminary project plan their recommended approach to scheduling and accomplishing all work products and deliverables.

5.4.5.1 Each work product and deliverable identified within this RFP must be included in the proposer's preliminary project plan.

## **5.5 VENDOR RESPONSE TO SCOPE OF WORK**

5.5.1 Within the proposal response, vendors must provide information regarding their approach to meeting the requirements described within ***Sections 5.8 through 5.19***.

5.5.2 If subcontractor(s) are to be used for any of the tasks, the vendor must indicate which tasks and what percentage of time will be spent on those tasks by the subcontractor(s) versus the vendor.

5.5.3 The vendor's RFP response per task must be limited to no more than two (2) pages not including appendices, samples, and/or exhibits.

## **5.6 DELIVERABLE SUBMISSION AND REVIEW PROCESS**

5.6.1 Once the detailed project plan is approved by the State, the following sections detail the process for submission and review of deliverables during the life of the project/contract.

### **5.6.1.1 General**

- A. The contractor must provide one (1) master (both hard and soft copies) and four (4) additional hard copies of each written deliverable to the appropriate State Project Manager as identified in the contract;
- B. Once a deliverable is approved and accepted by the State, the contractor must provide an electronic copy. The State may, at its sole discretion, waive this requirement for a particular deliverable;
- C. The electronic copy must be provided in software currently utilized by the agency or provided by the contractor; and
- D. Deliverables will be evaluated by the State utilizing mutually agreed to acceptance/exit criteria.

### **5.6.1.2 Deliverable Submission**

- A. Prior to development and submission of each contract deliverable, a summary document containing a description of the format and content of each deliverable will be delivered to the State Project Manager for review and approval. The summary document must contain, at a minimum, the following:

1. Cover letter;
  2. Table of Contents with a brief description of the content of each section;
  3. Anticipated number of pages; and
  4. Identification of appendices/exhibits.
- B. The summary document must contain an approval/rejection section that can be completed by the State. The summary document will be reviewed, approved and returned to the vendor within a mutually agreed to time frame.

Deliverables must be developed by the contractor according to the approved format and content of the summary document for each specific deliverable.

- C. At a mutually agreed to meeting, on or before the time of delivery to the State, the contractor must provide a walk-through of each deliverable.
- D. Deliverables must be submitted no later than 5:00 P.M. per the approved contract deliverable schedule and must be accompanied by a deliverable sign-off form (*refer to Attachment G - Project Deliverable Sign-off Form*) with the appropriate sections completed by the contractor.

#### 5.6.1.3 Deliverable Review

##### A. General

1. The State's review time begins on the next working day following receipt of the deliverable.
2. The State's review time will be determined by the approved and accepted detailed project plan and the approved contract.
3. The State has up to five (5) working days to determine if a deliverable is complete and ready for review. Unless otherwise negotiated, this is part of the State's review time.
4. Any subsequent deliverable dependent upon the State's acceptance of a prior deliverable will not be accepted for review until all issues related to the previous deliverable have been resolved.
5. Deliverables determined to be incomplete and/or unacceptable for review will be rejected, not considered delivered and returned to the contractor.

6. After review of a deliverable, the State will return to the contractor the project deliverable sign-off form with the deliverable submission and review history section completed.

B. Accepted

1. If the deliverable is accepted, the original deliverable sign-off form signed by the appropriate State representatives will be returned to the contractor.
2. Once the contractor receives the original deliverable sign-off form, the State can then be invoiced for the deliverable (**Section 8, Financial**).

C. Comments/Revisions Requested by the State

If the State has comments and/or revisions to a deliverable, the following will be provided to the contractor:

1. The original deliverable sign-off form with an updated entry to the deliverable submission and review history section.
2. Attached to the deliverable sign-off form will be a detailed explanation of the revisions to be made and/or a marked-up copy of the deliverable.
3. The State's first review and return with comments will be completed within the times specified in the contract.
4. The contractor will have five (5) working days, unless otherwise mutually agreed upon, for review, acceptance and/or rejection of the State's comments.
5. A meeting to resolve outstanding issues must be completed within three (3) working days after completion of the contractor's review or a mutually agreed upon time frame.
6. Agreements made during meetings to resolve issues must be documented separately.
7. Once an agreement is reached regarding changes, the contractor must incorporate them into the deliverable for resubmission to the State.
8. All changes must be easily identifiable by the State.

9. Resubmission of the deliverable must occur within five (5) working days or a mutually agreed upon time frame of the solution of any outstanding issues.
10. The resubmitted deliverable must be accompanied by the original deliverable sign-off form.
11. This review process continues until all issues have been resolved within a mutually agreed upon time frame.
12. During the re-review process, the State may only comment on the original exceptions noted.
13. All other items not originally commented on are considered to be accepted by the State.
14. Once all revisions have been accepted, the original deliverable sign-off form signed by the appropriate State representatives will be returned to the contractor.
15. The contractor must provide one (1) updated and complete master paper copy of each deliverable after approval and acceptance by the State.
16. Once the contractor receives the original deliverable sign-off form, the State can then be invoiced for the deliverable (*Section 8, Financial*).

D. Rejected, Not Considered Delivered

1. If the State considers a deliverable not ready for review, the following will be returned to the contractor:
  - a. The original deliverable sign-off form with an updated entry to the deliverable submission and review history section; and
  - b. The original deliverable and all copies with a written explanation as to why the deliverable is being rejected, not considered delivered.
2. The contractor will have five (5) working days, unless otherwise mutually agreed upon, for review, acceptance and/or rejection of the State's comments.
3. A meeting to discuss the State's position regarding the rejection of the deliverable must be completed within three (3) working days after completion of the contractor's review or a mutually agreed upon time frame.

4. Re-submission of the deliverable must occur within a mutually agreed upon time frame.
5. The resubmitted deliverable must be accompanied by the original deliverable sign-off form.
6. Upon re-submission of the completed deliverable, the State will follow the steps outlined in *Section 5.6.1.3.B - Accepted*, or *Section 5.6.1.3.C - Comments/Revisions Requested by the State*

## **5.7 PROJECT KICK OFF MEETING**

Prior to the kickoff meeting vendor project management and State project management will meet to review work product and deliverable review submission, project control steps, project communication and other project related governance. After contract approval and prior to detailed work-product and deliverable effort begins, a project kick-off meeting will be held among key representatives from the Project and the vendor. Items to be covered in the kickoff meeting include: introduction to staff, stakeholders, and project management, review of project schedules and methods, review of SLDS implementation high-level objectives and other joint content.

A project kick off meeting will be held with representatives from the State and the contractor after contract approval and prior to work performed. Items to be covered in the kick off meeting will include, but not be limited to:

- 5.7.1 Deliverable review process;
- 5.7.2 Determining format and protocol for project status meetings;
- 5.7.3 Determining format for project status reports;
- 5.7.4 Setting the schedule for meetings between representatives from the State and the contractor to develop the detailed project plan;
- 5.7.5 Defining lines of communication and reporting relationships;
- 5.7.6 Reviewing the project mission;
- 5.7.7 Pinpointing high-risk or problem areas; and
- 5.7.8 Issue resolution process.

## **5.8 PROJECT PLANNING AND ADMINISTRATION**

### **5.8.1 Objective**

The objective of this task is to ensure that adequate planning and project management are dedicated to this project. The following activities, work products, and deliverables must be completed as part of the Project Planning and

Administration task. For each major project iteration, implementation or phase, the vendor must provide an updated and incremented deliverable version until all project iterations/segments are complete.

## 5.8.2 Activities

The awarded vendor must:

5.8.2.1 Work with the State to provide a detailed project plan with fixed deadlines and milestones that take into consideration the State holiday schedule provided in *Section 2.1, State Observed Holidays* to include, but not be limited to:

- A. Project schedule including tasks, activities, activity duration, sequencing and dependencies;
- B. Project work plan for each deliverable, including a work breakdown structure;
- C. Completion date of each task;
- D. Project milestones;
- E. Entrance and exit criteria for specific project milestones; and
- F. Project organization including a resource plan defining roles and responsibilities for the awarded vendor, subcontractors (if applicable) and State.

1. The detailed Project Plan will be used to prepare a high-level integrated schedule and work plan to coordinate State resources and project personnel, as well as, schedule joint meetings and activities.

2. The detailed Project Plan will be incorporated into the contract as the first (1<sup>st</sup>) project deliverable and must include deliverable due dates for other project deliverables, work products, and work tasks defined in *Section 5, Scope of Work*.

5.8.2.2 Attend all project status meetings, as well as Steering Committee meetings, with the State project management team at a location to be determined by the State. Attendance may be in person or via teleconferencing, as mutually agreed to by the State project management team. These meetings shall follow an agenda mutually developed by the awarded vendor and the State, and scheduled by the State Project Manager. The awarded vendor shall prepare materials or briefings for these meetings as requested by the State. Minutes will be taken and distributed by State staff within five (5) working days after the meeting. Minutes may be distributed via facsimile or email.

The agenda may include, but not be limited to:

- A. Review and approval of previous meeting minutes;
- B. Contractor project status;
- C. State project status;
- D. Contract status, issues and risks, including resolutions;
- E. Quality Assurance status;
- F. New action items;
- G. Outstanding action items, including resolutions;
- H. Setting of next meeting date; and
- I. Other business.

5.8.2.3 Provide written semi-monthly project status reports delivered to State project management by the third (3<sup>rd</sup>) working day following the end of each reporting period. The format must be approved by the State prior to issuance of the first (1<sup>st</sup>) semi-monthly project status report. The first (1<sup>st</sup>) semi-monthly report covers the reporting period from the 1<sup>st</sup> through the 15<sup>th</sup> of each month; and the second (2<sup>nd</sup>) semi-monthly report covers the reporting period from the 16<sup>th</sup> through the end of the month. The status reports must include, but not be limited to the following:

- A. Overall completion status of the project in terms of the State approved project work plan and deliverable schedule;
- B. Accomplishments during the period, including State staff/stakeholders interviewed, meetings held, JAD sessions and conclusions/decisions determined;
- C. Upcoming milestones, completed milestones and slipping milestones;
- D. Problems encountered and proposed/actual resolutions;
- E. What is to be accomplished during the next reporting period;
- F. Issues that need to be addressed, including contractual;
- G. Quality Assurance status;
- H. Updated project time line showing percentage completed, high-level tasks assigned, completed and remaining, and milestone variance;
- I. Identification of schedule slippage and strategy for resolution;
- J. Contractor staff assigned and their location and schedule;
- K. State resources required for activities during the next time period; and

- L. Resource allocation percentages including planned versus actual by project milestone.
- 5.8.2.4 As stated in **Section 4 - System Requirements**, the vendor, as part of their submitted proposal, must provide an overall approach, strategy and schedule for completing the SLDS Implementation. Within this project activity, the contracted vendor will work with the State to confirm and finalize the strategy and approach. Working closely with the State, the contracted vendor shall finalize a mutually agreeable SLDS Implementation Approach, Strategy, and Schedule for completing the system implementation. This plan will be used by the contracted vendor and the State in the design, specification, construction, implementation and support of the system.
- 5.8.2.5 Develop a comprehensive approach for handling communications with both internal and external audiences. Effective communication is critical to the development of productive relationships with concerned stakeholders. The communication plan must include, but not be limited to: a plan for generation, documentation, storage, transmission and disposal of all project information.
- 5.8.2.6 Develop a risk management plan to ensure that risks are identified, planned for, analyzed, communicated and acted upon effectively. The plan should include risk management planning and a risk register process.
- 5.8.2.7 Develop a quality assurance plan including, but not limited to, the methodology for maintaining quality of the project requirements, designs, code, workmanship, documentation, project schedules and subcontractor(s) activities. The plan should address when and how corrective actions are logged, monitored and completed.
- 5.8.2.8 Develop a Change Management Plan and Control Procedures and present it to the State for acceptance. This plan will be used by the vendor and the State in the design, specification, construction, implementation and support of the system.
- 5.8.2.9 Develop and deliver a project Human Resource Plan. This plan should include at a minimum the following:
- A. The vendor project organization including a resource plan defining roles and responsibilities for the vendor and subcontractors; and
  - B. Staff management plan and resource allocation with dates indicating when project resources will enter and exit the project.
- 5.8.2.10 Develop a Knowledge Transfer Plan, that documents, instructs and fully prepares State personnel for operating, monitoring and



maintaining system activity and performance. The plan must include sufficient instruction, training, time and resources to accomplish a transfer of knowledge to assure that State personnel are able to properly, effectively and independently operate and maintain the system. The vendor shall present the plan to the State, execute the plan, and obtain State acceptance before and after the plan is executed.

- 5.8.2.11 Create and maintain a repository of project-related artifacts that includes at a minimum: deliverables and work products, project standards, project organizational charts, and other business, functional, and design materials collected and created as part of the project.
- 5.8.2.12 The State will perform a Post Implementation Evaluation Review (PIER) approximately six (6) months after full implementation and State acceptance of all deliverables. The awarded vendor's Project Manager will be required to participate on site for a period of not to exceed three (3) days.
- 5.8.2.13 Once the project is complete, the contracted vendor will provide a set of final project management materials, products, tools and content that documents project outcomes and results. This task includes at a minimum final archival of project and project management artifacts, project lessons learned, the hand-off and location of completed project deliverables and other project assets and repositories used throughout the project and required to maintain and operate the new system.

### 5.8.3 Deliverables

The contracted vendor must produce the following Project Planning and Administration Deliverables and provide updated and incremented versions for each when a major project iteration/phase/implementation occurs until all major iterations or phases are complete. The completed work products must be submitted as part of the Project Planning and Administration Deliverable.

<b>5.8 PROJECT PLANNING AND ADMINISTRATION DELIVERABLES</b>			
<b>DELIVERABLE NUMBER</b>	<b>DESCRIPTION OF DELIVERABLE</b>	<b>ACTIVITY</b>	<b>STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)</b>
5.8.3.1	Detailed Project Plan	5.8.2.1	10
5.8.3.2	Attendance at all scheduled meetings	5.8.2.2	N/A
5.8.3.3	Written Semi-Monthly Project Status Report	5.8.2.3	5
5.8.3.4	Implementation Approach and Strategy	5.8.2.4	15
5.8.3.5	Communication Plan	5.8.2.5	5

<b>5.8 PROJECT PLANNING AND ADMINISTRATION DELIVERABLES</b>			
5.8.3.6	Risk Management Plan	5.8.2.6	5
5.8.3.7	Quality Assurance Plan	5.8.2.7	5
5.8.3.8	Change Management Plan	5.8.2.8	5
5.8.3.9	Human Resource Plan	5.8.2.9	5
5.8.3.10	Knowledge Transfer Plan	5.8.2.10	5
5.8.3.11	Project Archives/Repository	5.8.2.11	5
5.8.3.12	Post Implementation Evaluation Review	5.8.2.12	5
5.8.3.13	Project Close-Out Process	5.8.2.13	5

## **5.9 SYSTEM ENVIRONMENT CONFIGURATION**

### **5.9.1 Objective**

Confirm, build and test project system hardware and software environments for achieving project tasks and goals. Required project system environments include, but are not limited to: a proof-of-concept environment, the development environment, an integration, a user acceptance environment, a training environment, and the production computing environment. In addition, any additional logical and physical network connectivity requirements must also be defined, implemented and tested.

### **5.9.2 Activities**

The vendor must provide the following:

#### **5.9.2.1 System Environment Configuration Plan**

- A. Awarded vendor must develop and submit a System Environment Configuration Plan for review and approval. The plan must include a target completion schedule for installing and making each of the environments available based on the project requirement in a hosted environment, an outline of configuration and installation steps, and a description of system environment logical and physical architecture decisions and assumptions.
- B. The plan must describe detailed server virtualization techniques and structures used, if any, to configure the environments. Steps for coordinating system environment releases and upgrades with major project iterations or phases must also be outlined in the plan. The project system environments to be installed include:
  1. Proof-of-Concept Environment;
  2. Development and Unit Test Environment;
  3. Integration Test Environment;
  4. User Acceptance Test (UAT)/Training Environment; and
  5. Production Environment.

### 5.9.2.2 Software Licensing and Distribution Plan

The vendor must submit a Software Licensing and Distribution Plan for review and approval. The plan will document the software products and approach to cost effectively license necessary components in support of project requirements. The plan will include the methods for distributing software upgrades and version releases to each of the established technical environments in a controlled fashion. The Software Licensing and Distribution plan must include:

- A. Licensing strategies;
- B. Software inventory;
- C. Performance requirements;
- D. Availability requirements;
- E. Tools and scripts;
- F. Security constraints;
- G. Platform descriptions;
- H. Data distribution and maintenance;
- I. Graphical representation of software distribution; and
- J. Software distribution method.

### 5.9.2.3 Migration and Management Plan

The vendor shall document and submit for approval a Migration and Management Plan. The plan will describe how the vendor will migrate completed and updated code and components throughout the project schedule while maintaining stability across all system environments. The plan will be used to control how and when completed project components are migrated to the various project system environments including up to and through the production environment. The plan must include and describe how the vendor will complete and conduct hardware and software configuration management during the life of the contract. The vendor must manage and control project component updates and version releases into the various system environments while maintaining a stable project work and operational environment. The vendor shall develop, implement, manage and execute the approved Component Migration and Management Plan throughout the life of the project. The plan shall document the following:

- A. Component naming conventions and standards;
- B. Build validation and readiness processes;
- C. The methodology to capture and address issues;
- D. Processes for determining what will be released as a part of each component baseline and/or enhanced version release;
- E. Procedures, tasks and schedules for managing system migration

and configuration; and

- F. Other tools and data stores used in the component management and migration process.

#### 5.9.2.4 Establish Proof-of-Concept Environment

Per the approved System Environment Configuration Plan, the vendor will establish the Proof-of-Concept Environment. Within thirty (30) calendars after BOE approval, the vendor shall install and configure the Proof-of-Concept Environment. The vendor will install the necessary equipment and software components to demonstrate a proof-of-concept of core system functionality. The Proof-of-Concept Environment will be used to visually demonstrate out-of-the-box components of the vendor's proposed solution. The established environment will be used during the requirement fit gap analysis and other project analysis tasks and meetings to help project stakeholders and others to visually understand system components.

#### 5.9.2.5 Establish Development Environments

Per the approved System Environment Configuration Plan, the vendor will establish the Development Environments for project technical and analytical use. Proposers must include costs for these environments in ***Attachment K - Project Costs***.

#### 5.9.2.6 Establish Integration Test Environments

Per the approved System Environment Configuration Plan, the vendor will establish the Integration Test environments for project technical and analytical use. Proposers must include costs for these environments in ***Attachment K - Project Costs***.

#### 5.9.2.7 Establish UAT/Training Environments

Per the approved System Environment Configuration Plan, the vendor will establish the UAT/Training for project technical and analytical use. Proposers must include costs for these environments in ***Attachment K – Project Costs***.

#### 5.9.2.8 Establish Production Environments

Per the approved System Environment Configuration Plan, and in coordination with major project iterations or phases, the vendor will establish and verify readiness of the Production Environment for project production use. The vendor shall build and validate the Production Environment for SLDS Implementation. The vendor must coordinate with State Technical resources to test and verify the readiness and availability of each production computing and network component. This task will be performed for each

production environment iteration, to match project schedules and planned product releases. Proposers must include costs for this environment in *Attachment K – Project Costs*.

5.9.2.9 Technical Environment Documentation

The vendor will produce and maintain detailed documentation that captures and describes the system environment build and test tasks including results for each technical environment established for the project. The documentation must include results of initial performance validation and security setup and verification. Graphical diagrams and architectural layouts of each technical environment established including assigned devices and component identifiers will be produced and collected as part of the documentation.

5.9.3 Deliverables

The contracted vendor must produce the following System Environment Configuration and Deliverables and provide updated and incremented versions for each when a major project iteration/phase/implementation occurs until all major iterations or phases are complete. The completed work products must be submitted as part of the System Environment Configuration Deliverable.

<b>5.9 SYSTEM ENVIRONMENT CONFIGURATION DELIVERABLES</b>			
<b>DELIVERABLE NUMBER</b>	<b>DESCRIPTION OF DELIVERABLE</b>	<b>ACTIVITY</b>	<b>STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)</b>
5.9.3.1	System Environment Configuration Plan	5.9.2.1	5
5.9.3.2	Software Licensing and Distribution Plan	5.9.2.2	5
5.9.3.3	Migration and Management Plan	5.9.2.3	5
5.9.3.4	Establish Proof-of-Concept Environment	5.9.2.4	5
5.9.3.5	Establish Development Environments	5.9.2.5	5
5.9.3.6	Establish Integration Test Environments	5.9.2.6	5
5.9.3.7	Establish UAT/Training Environment	5.9.2.7	5
5.9.3.8	Establish Production Environment	5.9.2.8	10
5.9.3.9	Technical Environment Documentation	5.9.2.9	7

**5.10 DETAILED SYSTEM REQUIREMENTS**

5.10.1 Objective

Refine and document detailed system requirements. The vendor must validate and demonstrate that the proposed system satisfies Nevada's identified requirements. Any functional or system changes, enhancements and/or additions that must be made to the proposed solution to meet the State's requirements must be identified and documented.

#### 5.10.2 Activities

The vendor must perform and provide the following:

##### 5.10.2.1 Functional Requirements and Concept of Operations

The vendor shall meet with State project participants to review and confirm joint understanding of documented functional requirements and Concept of Operations provided in **Section 4 - System Requirements** and described within the RFP. As part of the review, the vendor must document a high level understanding between the State and the vendor regarding the proposed system and the State's concept of operations. The vendor must identify and resolve any issues.

##### 5.10.2.2 Detailed System Requirements Validation and Analysis

The vendor shall conduct and facilitate Joint Application Design (JAD) sessions to validate and demonstrate system functionality. These sessions must include all UI, reports, inputs and outputs, and business and process rules related to each requirement. Based on a mutually agreed upon schedule, JAD sessions are to be coordinated at least five (5) to seven (7) days prior to the scheduled sessions.

##### 5.10.2.3 Detailed System Requirements Document

The vendor must develop and deliver a Detailed System Requirements Document that covers each functional area, and captures State feedback regarding detailed system requirements. This detailed system requirements document must include documented changes and enhancements to the vendor's baseline system. The Detailed Systems Requirements Document must be incrementally updated and released for each major project iteration or phase.

##### 5.10.2.4 Requirements Traceability Matrix

Utilizing requirements already documented by the State, the vendor shall establish and maintain a requirements traceability matrix. The matrix will be used to verify that the State's requirements are met and incorporated into the solution.

#### 5.10.3 Deliverables

The contracted vendor must produce the following Detailed System Requirements Deliverables and provide updated and incremented versions for each when a major project iteration/phase/implementation occurs until all major

iterations or phases are complete. The completed work products must be submitted as part of the Detailed System Requirements Deliverable.

<b>5.10 DETAILED SYSTEM REQUIREMENTS DELIVERABLES</b>			
<b>DELIVERABLE NUMBER</b>	<b>DESCRIPTION OF DELIVERABLE</b>	<b>ACTIVITY</b>	<b>STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)</b>
5.10.3.1	Functional Requirements and Concept of Operations	5.10.2.1	10
5.10.3.2	Detailed System Requirements Validation and Analysis	5.10.2.2	10
5.10.3.3	Detailed System Requirements Document	5.10.2.3	15
5.10.3.4	Requirements Traceability Matrix	5.10.2.4	5

## **5.11 ARCHITECTURAL DESIGN**

### **5.11.1 Objective**

Provide the high-level technical and system architectural design. The design must identify and document how major SLDS components are integrated, interfaced, and connected. The design will identify the programming, data, and communication protocols, as well as, web and application services, security, data stores, and other technical and system components that make up the overall design. Primary architectural layers such as User Interface, Matching Engine, Business, Security, data and others must be defined and presented. Additionally, the design must identify where existing State infrastructure is to be used.

#### **5.11.1.1 Software and Hardware High Level Design**

The vendor must document and submit a Software and Hardware High Level Design for approval. At a minimum, the design must include:

- A. SLDS Implementation software and hardware platforms;
- B. Design of the SLDS solution in a hosted environment;
- C. Major software and hardware infrastructure components and services and how they interact;
- D. Development tools and strategy used to develop the solution including patterns used in the architecture;
- E. How functionality and responsibilities of the system are partitioned and assigned to subsystems or components;
- F. Major supplementary specifications such as SSL security;

- G. Message standards;
- H. Service oriented architecture, when used, including business services, web services, business rules and discovery technologies;
- I. Security architecture including access management, roles-based authorization, access control, transport layer security and web services security; and
- J. Critical technical constraints.

#### 5.11.1.2 Network Impact Analysis

The vendor shall analyze and document for State approval the overall server and network impact resulting from SLDS Implementation. The analysis will address the following areas:

- A. Network backbone connection and capacity impact for the system;
- B. Server backbone infrastructure and network impact and requirements related to other devices such as SANs; Load Balancers, routers, and switches;
- C. Network connections for workstations; and
- D. Network connections at local and remote offices.

#### 5.11.1.3 Backup and Recovery Plan

The software and hardware high-level design must address the vendor's approach to providing system backup and disaster recovery for their solution. A work product must be produced that details the backup and recovery components, installation requirements, and documentation. This plan shall include:

- A. Failure scenarios, probability of occurrence, impact, and duration and priority;
- B. Processes and procedures employed for failures of significance. This must include detailed tasks, sequencing, participant roles, escalation procedures, and operational procedures;
- C. Hot-Site facility cut-over, if applicable;
- D. Required repair and response times for recovery in case of disaster;
- E. Contingency matrix; and
- F. Back-up frequency, mechanisms/media, and data.



## 5.11.2 Deliverables

The contracted vendor must produce the following Architectural Design Deliverables and provide updated and incremented versions for each when a major project iteration/phase/implementation occurs until all major iterations or phases are complete. The completed work products must be submitted as part of the Architectural Design Deliverable.

<b>5.11 ARCHITECTURAL DESIGN DELIVERABLES</b>			
<b>DELIVERABLE NUMBER</b>	<b>DESCRIPTION OF DELIVERABLE</b>	<b>ACTIVITY</b>	<b>STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)</b>
5.11.2.1	Software and Hardware High Level Design	5.11.1.1	5
5.11.2.2	Network Impact Analysis	5.11.1.2	5
5.11.2.3	Backup and Recovery Plan	5.11.1.3	7

## 5.12 DETAILED SYSTEM DESIGN

### 5.12.1 Objective

The objective of this task is to develop a detailed system design for how the finalized SLDS detailed system requirements will be implemented for each project phase/iteration. The design must accomplish and include the requirements components identified in *Section 4 – System Requirements* and throughout the RFP.

### 5.12.2 Activities

The vendor must provide the following:

#### 5.12.2.1 Detailed System Design for Each Component

The vendor shall develop detailed system design specifications for each SLDS component being modified or implemented. The vendor shall prepare the detailed system design so that both State functional and technical staff are able to understand the basis for configurations, modifications and the expected results. An estimated level of relative effort for completing configuration, programming and testing must be included with the detailed design. Design walkthroughs with key State functional and technical staff must be conducted. This should also include design for initial extract load for matching and creation of USPI and recurring extract load for matching and creation of USPI.

#### 5.12.2.2 Report Design

The report design must provide pertinent information such as content, usage, production, security, delivery, retention, accessing forward facing datasets, volume and frequency.

#### 5.12.2.3 Matching and Business Rule Design and Configuration

The vendor shall provide matching rule, list of business rules designed and configured for SLDS Implementation. The vendor must provide necessary documentation and procedures for maintaining the rules and matching logic parameters and metrics.

5.12.2.4 Interface Design for Resolving Near Matches

Vendor shall provide an interface design or resolving near matches that includes, but is not limited to; interface data specification, architecture, security and authentication, connectivity, operation, maintenance, frequency, source, target, and volume.

5.12.3 Deliverables

The contracted vendor must produce the following Detailed System Design Deliverables and provide updated and incremented versions for each when a major project iteration/phase/implementation occurs until all major iterations or phases are complete. The completed work products must be submitted as part of the Detailed System Design Deliverable.

<b>5.12 DETAILED SYSTEM DESIGN DELIVERABLES</b>			
<b>DELIVERABLE NUMBER</b>	<b>DESCRIPTION OF DELIVERABLE</b>	<b>ACTIVITY</b>	<b>STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)</b>
5.12.3.1	Detailed System Design for Each Component	5.12.2.1	15
5.12.3.2	Report Design	5.12.2.2	10
5.12.3.3	Matching and Business Rule Design and Configuration	5.12.2.3	15
5.12.3.4	Interface Design for Resolving Near Matches	5.12.2.4	10

**5.13 SYSTEM DEVELOPMENT AND CONFIGURATION**

5.13.1 Objective

Configure, construct, test, and document SLDS system components, artifacts, and interfaces. Configure system parameters, modify existing modules and/or develop new modules. Satisfy functional and detailed design requirements for each SLDS function, and develop , document and test system interfaces.

5.13.2 Activities

The vendor must provide the following:

5.13.2.1 Development Standards, Methodology, Tools, and APIs

- A. The vendor shall provide a set of development standards to be used in SLDS Implementation;

- B. The vendor shall identify and consistently apply a development and configuration methodology to be used during the project. The methodology should include management, control, maintainability, and traceability of requirements throughout the development lifecycle, provide built-in quality control and metrics, emphasize early delivery of high-payoff functionality with emphasis on mission critical functionality, promote steady incremental delivery of components; and, prove viability of chosen architectures early in development cycles; and
- C. The vendor shall identify and document the development toolset, programmer workbench, and Integrated Development Environment (IDE) to be used during the project. The toolset and IDE must be made available to State project technical resources for knowledge transfer, skill development and project development activities.

The development toolset and IDE should:

1. Facilitate component build and test processing;
2. Provide data modeling and data extract transform and load (ETL) capability;
3. Provide component configuration and migration management;
4. Provide routine module and memory analysis to detect memory corruption, leaks and performance issues; and
5. Provide tool help, where appropriate.

#### 5.13.2.2 System Installation and Configuration Instructions

The vendor shall develop and document the steps and tasks required to install, configure, and implement completed SLDS components. The vendor shall develop application build scripts and configuration documents for each SLDS phase/iteration, including the final system product. The vendor shall provide the scripts, files, documents and other associated repositories required to build, package, deploy and fully implement the SLDS system. At a minimum, the work product is to include the following items:

- A. How SLDS Implementation applications are bundled and packaged;
- B. An inventory of all installation and configuration scripts, instructions, tools and plug-ins used;
- C. Documented dependencies and code generation;

- D. Methods for achieving integration including test processes on check-in;
- E. Use of repositories to manage libraries, versioning, and installation;
- F. Configuration and changes to the match engine;
- G. Loading of initial data for matching engine for generating USPI including scheduling details;
- H. Loading data on recurring basis for matching engine for generating USPI including scheduling details; and
- I. Automate and generate seven (7) known reports from the SLDS system.

#### 5.13.2.3 System Component and Source Code Repository

Subsequent to completing development, configuration, and unit testing of all SLDS developed and configured components, the vendor shall provide a detailed inventory and listing of all SLDS components. The inventory shall identify each item and its logical grouping, current test status, source code location and library, last modified and compiled date, and current version control information. The source code library must include customized and modified components/processes constructed for SLDS purposes:

- A. Separate development, test and production environments must be established;
- B. Processes must be documented and implemented to control the transfer of software from a development environment to a production environment;
- C. Development of software and tools must be maintained on computer systems isolated from a production environment;
- D. Access to compilers, editors and other system utilities must be removed from production systems;
- E. Controls must be established to issue short-term access to development staff to correct problems with production systems allowing only necessary access; and
- F. Security requirements and controls must be identified, incorporated in and verified throughout the planning, development, and testing phases of the development projects. Security staff must be included in all phases of the System Development Lifecycle from the requirement definitions phase through implementation phase.

### 5.13.3 Deliverables

The contracted vendor must produce the following System Development and Configuration Deliverables and provide updated and incremented versions for each when a major project iteration/phase/implementation occurs until all major iterations or phases are complete. The completed work products must be submitted as part of the System Development and Configuration Deliverables.

<b>5.13 SYSTEM DEVELOPMENT AND CONFIGURATION DELIVERABLES</b>			
<b>DELIVERABLE NUMBER</b>	<b>DESCRIPTION OF DELIVERABLE</b>	<b>ACTIVITY</b>	<b>STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)</b>
5.13.3.1	Development Standards, Methodology, Tools, and APIs	5.13.2.1	7
5.13.3.2	System Installation and Configuration Instructions	5.13.2.2	7
5.13.3.3	System Component and Source Code Repository	5.13.2.3	5

## 5.14 DATA MANAGEMENT

### 5.14.1 Objective

Develop and configure SLDS data profiling, design and management elements.

### 5.14.2 Activities

The vendor must provide the following:

#### 5.14.2.1 Data Modeling Standards

The vendor shall provide the State with Data Modeling Standards to be used in SLDS Implementation. The vendor will ensure that approved standards are adhered to throughout the project.

#### 5.14.2.2 Conceptual Data Model

The vendor shall submit for approval the conceptual data model based on requirements derived through the Detailed System Requirements process. At a minimum, the deliverable must include entity classes and relationships, primary attributes and associations, as well as, a data structure diagram.

#### 5.14.2.3 Logical and Physical Data Model

The vendor shall develop and submit a finalized logical data model (LDM) and physical logical data model (PDM) based on structures derived from the conceptual data model.

#### 5.14.2.4 Data Profiling and Quality

The vendor shall develop and configure Data Profiling tools and be able to run the agency extracts for matching through the tool and produce the results for agency to view for possible cleansing of data and fixing any issues found with the data.

#### 5.14.3 Deliverables

The contracted vendor must produce the following Data Management Deliverables and provide updated and incremented versions for each when a major project iteration/phase/implementation occurs until all major iterations or phases are complete. The completed work products must be submitted as part of the Data Management Deliverables.

<b>5.14 DATA MANAGEMENT DELIVERABLES</b>			
<b>DELIVERABLE NUMBER</b>	<b>DESCRIPTION OF DELIVERABLE</b>	<b>ACTIVITY</b>	<b>STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)</b>
5.14.3.1	Data Modeling Standards	5.14.2.1	5
5.14.3.2	Conceptual Data Model	5.14.2.2	7
5.14.3.3	Logical and Physical Data Model	5.14.2.3	10
5.14.3.4	Data Profiling and Quality	5.14.2.4	15

### 5.15 TEST PLAN AND TEST RESULTS

#### 5.15.1 Objective

Produce and provide an integrated system test plan and related test results, conduct user acceptance testing and resolve issues, ensure system readiness prior to system implementation, communicate testing results to stakeholders for ongoing system validation. For each major project iteration or phase, the vendor will provide a test strategy and plan that accomplishes the above steps, including test conditions and expectations and communicate the results.

#### 5.15.2 Activities

The vendor must provide the following:

##### 5.15.2.1 Master Test Plan and Strategy

For each major project iteration or phase, the vendor shall submit and/or enhance the test strategy and approach. The test strategy document should include, but not be limited to: testing methods, test types, schedules, conditions, scenarios, expected outcomes, data files, and resources to be used to verify system readiness. The test strategy must include and consider the following:]

- A. A list of the high-level functional and system features to be tested;

- B. Scope of testing including components to be tested or not tested, expected risks if any, test dependencies, such as availability of completed components, and other assumptions;
- C. A description or diagram of high-level architecture elements impacted by the testing;
- D. Test schedule and key milestones;
- E. Test data, test conditions and scenarios, and expected results;
- F. State and vendor resources required for testing;
- G. Testing strategy which includes testing approach, types of tests;
- H. Test Entry/Exit Criteria;
- I. Defect tracking and resolution methods and severity notation guidelines;
- J. Regression testing strategy that addresses the retesting of an area that has, in the past, been considered ready for the end user;
- K. Test Environments; and
- L. Test Tool Requirements and Usage.

#### 5.15.2.2 Test Tools

The vendor shall provide a list of tools and products to be used for testing. The vendor will describe how the tools will be used and by whom. This includes any products and procedures used to provide test conditions and expectations, control test execution and scheduling, comparing actual outcomes to predicted outcomes, setting test preconditions, automating actual tests, capturing keystrokes, regression testing, volume testing, tracking defects, resolution, and retests, and other test results and reporting functions.

#### 5.15.2.3 Unit Test Planning

SLDS components, will undergo unit testing prior to subsequent integration and user acceptance testing. Unit testing must be conducted during system development cycles and is intended to prepare for and simplify succeeding integrated tests. The vendor must describe its approach for quality unit testing and ensuring individual code readiness. For control purposes, the vendor will ensure testing and validation of individual units of code and document unit test results to State project management prior to subsequent system and other integrated testing.

#### 5.15.2.4 Integration Test Planning

The vendor must deliver a test plan and strategy that addresses system integration testing of all SLDS components. The plan must include test conditions, cases and expectations for SLDS functional and technical components and system interfaces. Testing must combine components together to determine and verify that functions are integrating well together and processing correctly. Item types to be tested include code modules, functional features, individual applications, external facing components, data flow between subsystems, interaction of components that work together and other system components. System integration testing must be conducted and documented by the vendor for specific components prior to User Acceptance Testing (UAT) of the components. Planning and results from system integration testing may be used as starting points for UAT.

#### 5.15.2.5 User Acceptance Test Planning

The vendor shall develop and deliver the UAT strategy. The strategy must include the methods for documenting and communicating test results back to the vendor and other stakeholders. The vendor and the State will identify additional test cases and scenarios for inclusion in UAT. The State will test the functionality of the system and ancillary products. The test will be conducted based on the acceptance test framework provided and finalized by the vendor and the State.

Testing must be conducted in designated locations throughout the State and in a testing environment simulated to operate like the production environment. The vendor must prepare the acceptance test environment including test data set-up, test cycles, and necessary SLDS configuration.

#### 5.15.2.6 Integration Test Results

Following State approval of the system test plan, the vendor shall complete testing consistent with the plan, and document results and corrective actions. For each major project iteration/phase, the vendor must document and supply system integration test results. System defects must be documented and tracked. Defects with a high security level and/or that cause workflow stoppage must be corrected prior to submitting related components for UAT.

#### 5.15.2.7 User Acceptance Test Results

The UAT will be conducted primarily by the State with assistance from the vendor. Preparation and testing must be accomplished in an iterative fashion, performing as much testing as possible between revisions. Test preparation and actual testing will continue for each



revision until results are satisfactory to the State’s acceptance criteria. The vendor must track UIT results and complete necessary corrective actions prior to SLDS components migrating to production.

5.15.2.8 Test Artifacts, Executables, Scripts and Test Cases

The vendor must maintain a repository of test artifacts, executables, scripts and test cases and place them under version control using a configuration management process. At the conclusion of the project, the repository must be turned over to the State for ongoing system verification and validation.

5.15.3 Deliverables

The contracted vendor must produce the following Test Plan and Test Results Deliverables and provide updated and incremented versions for each when a major project iteration/phase/implementation occurs until all major iterations or phases are complete. The completed work products must be submitted as part of the Test Plan and Test Results Deliverable.

<b>5.15 TEST PLAN AND TEST RESULTS DELIVERABLES</b>			
<b>DELIVERABLE NUMBER</b>	<b>DESCRIPTION OF DELIVERABLE</b>	<b>ACTIVITY</b>	<b>STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)</b>
5.15.3.1	Master Test Plan and Strategy	5.15.2.1	7
5.15.3.2	Test Tools	5.15.2.2	7
5.15.3.3	Unit Test Planning	5.15.2.3	7
5.15.3.4	Integration Test Planning	5.15.2.4	7
5.15.3.5	User Acceptance Test Planning	5.15.2.5	7
5.15.3.6	Integration Test Results	5.15.2.6	10
5.15.3.7	User Acceptance Test Results	5.15.2.7	10
5.15.3.8	Test Artifacts, Executables, Scripts and Test Cases	5.15.2.8	10

**5.16 OPERATIONS AND SUPPORT DOCUMENTATION**

5.16.1 Objective

Provide the State with context sensitive online help, online manuals, and online desk procedures that provides a comprehensive understanding of the new SLDS system from both a functional and technical perspective. The vendor will provide baseline documentation that reflects an understanding of the existing baseline/framework system as initially defined. Prior to acceptance testing, the vendor must provide updated documentation that reflects the new SLDS system modified, enhanced, and prepared for Nevada.

## 5.16.2 Activities

The vendor must provide the following:

### 5.16.2.1 Baseline Documentation

The vendor shall provide available user operational and support baseline documentation. Baseline documentation may include existing online help and desk procedures, existing system and user reference manuals, and other useful operational documentation already in place. Baseline documentation may be used as a starting point for enhancing products specific to Nevada.

### 5.16.2.2 Updated Online Help

The vendor shall provide readily available and easily maintained online help to system users, which is context-sensitive and accessible by search. Online help must match the final Nevada system and should include tutorials, procedural directions, feature descriptions and applicable reference material for both internal and external users. Updated online help must be included in the test plan.

### 5.16.2.3 Updated Desk Procedures and Reference Materials

The vendor shall work closely with State personnel to develop and update online desk procedures tailored to the implemented solution. The objective is to provide a comprehensive set of desk procedures to facilitate processing using the new system. Updated desk procedures must be included in the test plan.

### 5.16.2.4 Updated Technical and Operational Documentation

Updated online technical documentation must include details for the State users to interact with the hosted environments. This documentation may include database references, matching engine configuration, reporting engine configuration, system technical operation, back-up and recovery procedures in a hosted environment, system table maintenance, security administration, interface operations for extracts, and other system specific operations including the use of all system/data-related tools required to support the system. The vendor shall provide an online repository of detailed system information for configuring and operating the system in a hosted environment as a State user. Additionally, the vendor must provide other project artifacts and work materials that have a bearing on SLDS operations and ongoing support.

## 5.16.3 Deliverables

The contracted vendor must produce the following Operations and Support Documentation Deliverables and provide updated and incremented versions for each when a major project iteration/phase/implementation occurs until all major

iterations or phases are complete. The completed work products must be submitted as part of the Operations and Support Documentation Deliverable.

<b>5.16 OPERATIONS AND SUPPORT DOCUMENTATION DELIVERABLES</b>			
<b>DELIVERABLE NUMBER</b>	<b>DESCRIPTION OF DELIVERABLE</b>	<b>ACTIVITY</b>	<b>STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)</b>
5.16.3.1	Baseline Documentation	5.16.2.1	10
5.16.3.2	Updated Online Help	5.16.2.2	10
5.16.3.3	Updated Desk Procedures and Reference Materials	5.16.2.3	15
5.16.3.4	Updated Technical and Operational Documentation	5.16.2.4	10

## **5.17 TRAINING**

### **5.17.1 Objective**

Develop a training plan and approach, produce training courses and training materials, and conduct train-the-trainer, end-user and technical training. The vendor must attend and monitor all State-led SLDS project training sessions. Training materials must reference appropriate system documentation and operating procedures. The vendor must coordinate with State project management to arrange all training timelines.

### **5.17.2 Activities**

The vendor must provide the following:

#### **5.17.2.1 Training Plan**

The vendor must develop a comprehensive training plan that outlines the training approach for the technical staff training and knowledge transfer. The training plan must consider and include the following minimum content:

- A. Overall training strategy and approach addressing end-user, technical, and periodic operational requirements;
- B. Information regarding training techniques to be used including lectures, videos, handouts, work samples, practice scenarios, reference sheets, student manuals, etc.;
- C. Classroom requirements, desktop and software requirements, system access requirements, required user-training security profiles, class locations, schedules and other logistics;
- D. Knowledge transfer approach and content for training technical staff supporting and operating technical components; and

E. Overall training schedule that references all training to be provided.

5.17.2.2 Training Data

The vendor shall prepare and install permanent training data that supports the planned training courses. The training data and supporting files will contain necessary data conditions for each training course. The training data must be capable of being reset or staged as needed to allow proper alignment of training data to training objectives. Instructions for operating and maintaining the training data will be provided to the State during technical and operations training.

5.17.2.3 User Training

The vendor will work with the State to assess end-user training needs and arrange all training timelines and locations. The vendor must conduct and train project staff. User training must include report and data usage training for the end-user.

5.17.2.4 Technical and Operations Training

The vendor shall provide a combination of hands-on and classroom training for technical and system operations staff. The vendor shall ensure that sufficient training sessions are scheduled to train all staff identified in the use of the system in hosted environment.

Technical transfer of knowledge must include system support and operational aspects such as, configuration of tools used in the project, system table maintenance, security administration, interface operation for the extract files, and other system specific operations including the use of all system/data-related tools required to use the system.

5.17.3 Deliverables

The contracted vendor must produce the following Training Deliverables and provide updated and incremented versions for each when a major project iteration/phase/implementation occurs until all major iterations or phases are complete. The completed work products must be submitted as part of the Training Deliverable.

<b>5.17 TRAINING DELIVERABLES</b>			
<b>DELIVERABLE NUMBER</b>	<b>DESCRIPTION OF DELIVERABLE</b>	<b>ACTIVITY</b>	<b>STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)</b>
5.17.3.1	Training Plan	5.17.2.1	7
5.17.3.2	Training Data	5.17.2.2	5
5.17.3.3	User Training	5.17.2.3	7
5.17.3.4	Technical and Operations Training	5.17.2.4	10

## 5.18 PRODUCTION SYSTEM IMPLEMENTATION

### 5.18.1 Objective

Implement the SLDS system into production. For each major project iteration/phase, the vendor shall prepare an implementation plan and schedule. The plan will describe the steps, tasks, schedules and responsibilities for migrating approved SLDS components into production. Once implemented, the vendor will operate and monitor production operations, optimize and tune production SLDS components to meet requirements, and document implementation results. The vendor must operate the production system and provide SLDS production support and operations for each major project iteration/phase until all iterations are complete and the State has accepted all SLDS modernization final products.

### 5.18.2 Activities

The vendor must provide the following:

#### 5.18.2.1 Production System Implementation Plan

- A. The vendor shall develop, deliver, maintain and execute a Production System Implementation Plan, which identifies key milestones, methods, processes, equipment and software requirements, staffing, deliverables, and success criteria necessary to fully implement the system.
- B. The Production System Implementation Plan includes all major activities involved in cut-over, data load, training, site preparation, and system deployment.
- C. The plan must include:
  - 1. Tasks to be performed by State and vendor resources; and
  - 2. An estimate of State staff effort, task time, and resources necessary to complete implementation.
- D. The Plan will be updated for each major project iteration/phase released into production.

#### 5.18.2.2 Production Site Preparation

The vendor will establish and coordinate production site preparation in a hosted environment. The vendor will ensure that necessary tools and components are in place prior to production site implementation. The vendor will ensure that all production site and environment preparations are ready and completed as per the approved environment configuration plan and requirements. The vendor shall configure the production site as per approved architecture, design, plan and software. Vendor will identify the following:

- A. List of hardware, software and network requirements;
- B. High-level tasks for the evaluation of system requirements, installation, testing, verification, and certification of production system infrastructures and associated readiness;
- C. Software requirements with product names, version numbers, number of licensees needed for full implementation, function, and operating system requirements;
- D. Installation and configuration guidelines for use in configuration of all hardware and software;
- E. Identification of high-level tasks for the evaluation of system requirements, installation, testing, verification, and certification of production system infrastructures and associated readiness;
- F. Network, workstation, printer, software, and other desktop and data processing equipment, products, or services necessary for the operation of the system; and
- G. Vendor and State responsibilities, and activities to complete site preparations.

#### 5.18.2.3 Production System Implementation

The vendor shall execute the approved production system implementation plan and related procedures according to established schedules and timelines. The vendor will coordinate actual data load, system start-up, and business and systems operations. During the initial cut-over and first three (3) weeks of operation, the vendor will provide resources at NDE's primary business locations to assist the user community with cut-over tasks and start-up operations and provide hands-on instruction and help. Initial system discrepancies and issues will be logged, categorized, and prioritized for resolution with input from State project management.

#### 5.18.2.4 Post Implementation Review

Within sixty (60) business days following production system implementation, the vendor shall conduct a Post Implementation Review to verify completion of deployment activities and determine if business sites are operating as expected. Information to be provided within the Post Implementation Review report include the following:

- A. Overview of implementation results;
- B. Summary of data cleanup activities completed and required;
- C. Summary of data load activities completed and required;

- D. Description of major issues encountered, resolutions completed, and corrective action plans for outstanding issues;
- E. Comparison of planned and actual implementation schedule;
- F. Summary of end-user and technical feedback regarding system usage and processing post implementation; and
- G. Lessons learned for subsequent SLDS enhancement and change redeployment.

5.18.2.5 Production System Operations and Support

The vendor must provide production system operations, monitor and manage production system activities including production inputs and outputs, and provide production system support for each project iteration/phase implementation until all major project phases are complete. Operational support includes, but is not limited to:

- A. Matching process operations;
- B. System backup and recovery operations;
- C. System monitoring, maintenance, and scheduling;
- D. Production software upgrades and releases;
- E. Rule and System table maintenance if any;
- F. Report generation;
- G. Near match resolution process and interface;
- H. Security operations and support; and
- I. Other technical SLDS production support processes.

5.18.3 Deliverables

The contracted vendor must produce the following Production System Implementation Deliverables and provide updated and incremented versions for each when a major project iteration/phase/implementation occurs until all major iterations or phases are complete. The completed work products must be submitted as part of the Production System Implementation Deliverables.

<b>5.18 PRODUCTION SYSTEM IMPLEMENTATION DELIVERABLES</b>			
<b>DELIVERABLE NUMBER</b>	<b>DESCRIPTION OF DELIVERABLE</b>	<b>ACTIVITY</b>	<b>STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)</b>
5.18.3.1	Production System Implementation Plan	5.18.2.1	7
5.18.3.2	Production Site Preparation	5.18.2.2	5
5.18.3.3	Production System Implementation	5.18.2.3	7
5.18.3.4	Post Implementation Review	5.18.2.4	10
5.18.3.5	Production System Operations and Support	5.18.2.5	10

## 5.19 WARRANTY AND MAINTENANCE SUPPORT

### 5.19.1 Objective

Provide production system warranty and maintenance support (i.e., problem resolution and product maintenance and enhancements). Warranty begins once all project implementation iterations and phases are fully implemented and stabilized by the vendor, and all project products and services are reviewed and accepted by the State.

### 5.19.2 Activities

#### 5.19.2.1 Warranty

SLDS Implementation warranty and system support is for a period of four (4) MONTHS. Warranty and system support begins once all project phases are complete and all deliverables have been received, reviewed and approved by the State. The vendor must fully implement the system and finalize system support procedures prior to warranty start. Tasks to be completed prior to the warranty period include, but are not limited to, the following:

- A. All system documentation, operating procedures, and user desk procedures are defined and provided;
- B. Training has been completed;
- C. Matching engine and extract load process is fully implemented and stable;
- D. Automated report generation is fully implemented;
- E. Each iteration of the system has been tested, converted, installed and sufficiently monitored in production to validate operation and business cycles; and
- F. Final State approval and acceptance of SLDS Implementation has occurred.

#### 5.19.2.2 Vendor Maintenance and Support

For a period of four (4) months, coinciding with the Warranty, the vendor shall provide system maintenance and product support to the State. Vendor maintenance and product support during this period will cover both warranty items, as well as, State requested system enhancements and modifications. Vendor products and services under warranty and found to be deficient by the State will be submitted to the vendor for vendor resolution and correction at no cost. Deficiency resolution due dates will be mutually agreed to by the State and the vendor based on the State's operational impact and priority.



When new system maintenance and/or enhancement requests occur, the State will submit the request to the vendor for review and assessment.

A minimum of 640 vendor hours must be included within the vendor's SLDS Implementation solution response to cover non-warranty State requested system enhancements and modifications. The vendor will evaluate requests and provide an estimate to complete to the State. If acceptable, the State will engage the vendor to complete the modification. The vendor may also submit new maintenance and enhancement requests to the State for consideration. Steps for submitting and initiating new system maintenance and/or enhancement requests include:

- A. Vendor system maintenance support requests are initiated by the State or the vendor when new requirements or system enhancements occur.
- B. Unless otherwise agreed, the vendor must evaluate and respond to State initiated support requests within three (3) business days of receipt. The response must:
  1. Uniquely identify the request;
  2. Define the problem or need, risk and scope;
  3. Include one (1) or more support recommendations (i.e., training, issue and resolution, system problem and resolution, third-party product issue and resolution, maintenance and/or enhancement resolution);
  4. Indicate system and operational impact; and
  5. Estimate maintenance timeline and hours by vendor resource.

The State may accept or reject the request estimate, and/or may modify the request to better satisfy their business needs. If more time is needed to generate a thorough response, the time must be mutually agreed upon by the State and the vendor.

- C. Support maintenance may also be initiated by the vendor through a support recommendation sent to the State. The recommendation must identify the support intent (i.e. problem resolution, maintenance and/or enhancement), the request scope, and the hours estimated to complete.
- D. The State must authorize all support requests in writing prior to engagement of vendor resources. A support log, for both authorized and otherwise support requests, will be maintained by the State.

5.19.3 Deliverables

The contracted vendor must produce the following Warranty and Maintenance Support Deliverables and provide updated and incremented versions for each when a major project iteration/phase/implementation occurs until all major iterations or phases are complete. The completed work products must be submitted as part of the Warranty and Maintenance Support Deliverables.

<b>5.19 WARRANTY AND MAINTENANCE SUPPORT DELIVERABLES</b>			
<b>DELIVERABLE NUMBER</b>	<b>DESCRIPTION OF DELIVERABLE</b>	<b>ACTIVITY</b>	<b>STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)</b>
5.19.3.1	Warranty	5.19.2.1	7
5.19.3.2	Vendor Maintenance and Support	5.19.2.2	10

**6. COMPANY BACKGROUND AND REFERENCES**

**6.1 VENDOR INFORMATION**

6.1.1 Vendors must provide a company profile in the table format below.

<b>Question</b>	<b>Response</b>
Company name:	
Ownership (sole proprietor, partnership, etc.):	
State of incorporation:	
Date of incorporation:	
# of years in business:	
List of top officers:	
Location of company headquarters:	
Location(s) of the company offices:	
Location(s) of the office that will provide the services described in this RFP:	
Number of employees locally with the expertise to support the requirements identified in this RFP:	
Number of employees nationally with the expertise to support the requirements in this RFP:	
Location(s) from which employees will be assigned for this project:	

6.1.2 **Please be advised**, pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state must register with the State of Nevada, Secretary of State’s Office as a foreign corporation before a contract can be executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS 80.015.

- 6.1.3 The selected vendor, prior to doing business in the State of Nevada, must be appropriately licensed by the State of Nevada, Secretary of State’s Office pursuant to NRS76. Information regarding the Nevada Business License can be located at <http://sos.state.nv.us>.

Question	Response
Nevada Business License Number:	
Legal Entity Name:	

Is “Legal Entity Name” the same name as vendor is doing business as?

Yes		No	
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If “No”, provide explanation.

- 6.1.4 Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals that do not contain the requisite licensure may be deemed non-responsive.

- 6.1.5 Has the vendor ever been engaged under contract by any State of Nevada agency?

Yes		No	
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If “Yes”, complete the following table for each State agency for whom the work was performed. Table can be duplicated for each contract being identified.

Question	Response
Name of State agency:	
State agency contact name:	
Dates when services were performed:	
Type of duties performed:	
Total dollar value of the contract:	

- 6.1.6 Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

Yes		No	
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If “Yes”, please explain when the employee is planning to render services, while on annual leave, compensatory time, or on their own time?

If you employ (a) any person who is a current employee of an agency of the State of Nevada, or (b) any person who has been an employee of an agency of the State of Nevada within the past two (2) years, and if such person will be performing or producing the services which you will be contracted to provide under this contract, you must disclose the identity of each such person in your response to this RFP, and specify the services that each person will be expected to perform.

6.1.7 Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor’s ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP must also be disclosed.

Does any of the above apply to your company?

Yes		No	
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If “Yes”, please provide the following information. Table can be duplicated for each issue being identified.

Question	Response	
Date of alleged contract failure or breach:		
Parties involved:		
Description of the contract failure, contract breach, litigation, or investigation, including the products or services involved:		
Amount in controversy:		
Resolution or current status of the dispute:		
If the matter has resulted in a court case:	Court	Case Number
Status of the litigation:		

6.1.8 Vendors must review the insurance requirements specified in **Attachment E, Insurance Schedule for RFP 2064**. Does your organization currently have or will your organization be able to provide the insurance requirements as specified in **Attachment E**.

Yes		No	
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Any exceptions and/or assumptions to the insurance requirements **must** be identified on **Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP**. Exceptions and/or assumptions will be taken into consideration as part of the evaluation process; however, vendors must be specific. If vendors do not specify any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

Upon contract award, the awarded vendor **must** provide the Certificate of Insurance identifying the coverages as specified in **Attachment E, Insurance Schedule for RFP 2064**.

- 6.1.9 Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.
- 6.1.10 Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.
- 6.1.11 Financial information and documentation to be included in **Part III, Confidential Financial Information** of vendor's response in accordance with **Section 12.5, Part III – Confidential Financial**.
  - 6.1.11.1 Dun and Bradstreet Number
  - 6.1.11.2 Federal Tax Identification Number
  - 6.1.11.3 The last two (2) years and current year interim:
    - A. Profit and Loss Statement
    - B. Balance Statement

**6.2 SUBCONTRACTOR INFORMATION**

6.2.1 Does this proposal include the use of subcontractors?

Yes		No	
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If "Yes", vendor must:

- 6.2.1.1 Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.
- 6.2.1.2 If any tasks are to be completed by subcontractor(s), vendors must:
  - A. Describe the relevant contractual arrangements;
  - B. Describe how the work of any subcontractor(s) will be supervised, channels of communication will be maintained and compliance with contract terms assured; and
  - C. Describe your previous experience with subcontractor(s).
- 6.2.1.3 Vendors must describe the methodology, processes and tools utilized for:
  - A. Selecting and qualifying appropriate subcontractors for the project;
  - B. Incorporating the subcontractor's development and testing processes into the vendor's methodologies;
  - C. Ensuring subcontractor compliance with the overall performance objectives for the project; and

- D. Ensuring that subcontractor deliverables meet the quality objectives of the project.
- 6.2.1.4 Provide the same information for any proposed subcontractors as requested in *Section 6.1, Vendor Information*.
- 6.2.1.5 Business references as specified in *Section 6.4, Business References* must be provided for any proposed subcontractors.
- 6.2.1.6 Provide the same information for any proposed subcontractor staff as specified in *Section 6.5, Vendor Staff Skills and Experience Required*.
- 6.2.1.7 Staff resumes for any proposed subcontractors as specified in *Section 6.6, Vendor Staff Resumes*.
- 6.2.1.8 Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.
- 6.2.1.9 Vendor must notify the using agency of the intended use of any subcontractors not identified within their original proposal and provide the information originally requested in the RFP in *Section 6.2, Subcontractor Information*. The vendor must receive agency approval prior to subcontractor commencing work.
- 6.2.1.10 All subcontractor employees assigned to the project must be authorized to work in this country.

### **6.3 RESOURCE MATRIX**

- 6.3.1 Vendors must provide a resource matrix broken down by task to include the following:
  - 6.3.1.1 Proposed staff classification;
  - 6.3.1.2 Estimated number of vendor staff per classification;
  - 6.3.1.3 Estimated number of hours per person, per classification;
  - 6.3.1.4 Estimated start date (i.e., one (1) week, two (2) weeks) per classification of vendor staff to begin work on project after contract approval by BOE;
  - 6.3.1.5 Identification of percent of each deliverable to be completed by the prime (P) contractor and/or subcontractor (S). If more than one (1) subcontractor is proposed, the vendor must clearly identify the company with whom the individual is associated;
  - 6.3.1.6 Estimated percentage of work performed on site by vendor staff;

- 6.3.1.7 Estimated percentage of work performed off-shore by vendor staff; and
- 6.3.1.8 Estimated number of State staff required (FTE).

#### **6.4 BUSINESS REFERENCES**

- 6.4.1 Vendors should provide a maximum of three (3) business references from similar projects performed for private, state and/or large local government clients within the last five (5) years.
- 6.4.2 Business references must show a proven ability of:
  - 6.4.2.1 Developing, designing, implementing SLDS solutions involving multiple entities with public and/or private sectors in hosted environment;
  - 6.4.2.2 System Environment configuration;
  - 6.4.2.3 Experience with Data Management including Data Profiling, Quality Check and Modeling;
  - 6.4.2.4 System Development and Configuration for Matching Engine and Hub for SLDS;
  - 6.4.2.5 Report Development and Management for SLDS solution;
  - 6.4.2.6 Developing and executing a comprehensive application test plan;
  - 6.4.2.7 Experience with comprehensive project management;
  - 6.4.2.8 Experience with cultural change management;
  - 6.4.2.9 Development and execution of a comprehensive project management plan; and
  - 6.4.2.10 Experience with documentation and training.
- 6.4.3 Vendors must provide the following information for **every** business reference provided by the vendor and/or subcontractor:

The “Company Name” must be the name of the proposing vendor or the vendor’s proposed subcontractor.

<b>Reference #:</b>	
<b>Company Name:</b>	
<b>Identify role company will have for this RFP project (Check appropriate role below):</b>	
	<b>VENDOR</b>
	<b>SUBCONTRACTOR</b>
Project Name:	
<b>Primary Contact Information</b>	
Name:	
Street Address:	
City, State, Zip	
Phone, including area code:	
Facsimile, including area code:	
Email address:	
<b>Alternate Contact Information</b>	
Name:	
Street Address:	
City, State, Zip	
Phone, including area code:	
Facsimile, including area code:	
Email address:	
<b>Project Information</b>	
Brief description of the project/contract and description of services performed:	
Original Project/Contract Start Date:	
Original Project/Contract End Date:	
Original Project/Contract Value:	
Final Project/Contract Date:	
Was project/contract completed in time originally allotted, and if not, why not?	
Was project/contract completed within or under the original budget / cost proposal, and if not, why not?	

- 6.4.4 Vendors must also submit *Attachment F, Reference Questionnaire* to the business references that are identified in *Section 6.4*.
- 6.4.5 The company identified as the business references must submit the Reference Questionnaire directly to the Purchasing Division.
- 6.4.6 It is the vendor's responsibility to ensure that completed forms are received by the Purchasing Division on or before the deadline as specified in *Section 10, RFP Timeline* for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.



6.4.7 The State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

## 6.5 VENDOR STAFF SKILLS AND EXPERIENCE REQUIRED

The vendor shall provide qualified personnel to perform the work necessary to accomplish the tasks defined in the Scope of Work. The State must approve all awarded vendor resources. The State reserves the right to require the removal of any member of the awarded vendor's staff from the project.

The vendor shall describe the level of access the proposed project team members will have within its organization and the authority they have to commit to vendor's resources to meet unexpected increases in activities and/or response to customer service issues.

The vendor shall provide the availability time frame of project team members and the percentage of time these individuals are available for project-related activities both onsite and offsite.

The required and desired qualifications for project team members are provided below and should be clearly addressed in the vendor staff resumes referenced in *Attachment I – Proposed Staff Resumes*.

The vendor shall propose a project team that meets the experience and qualification requirements outlined in this RFP, and is capable of successfully implementing the Nevada SLDS project.

### 6.5.1 Project Manager Qualifications

6.5.1.1 The Project Manager assigned by the awarded vendor to the engagement must have:

- A. A minimum of eight (8) years of project management experience, within the last ten (10) years, in government or the private sector;
- B. A minimum of one (1) project of similar scope and duration where they served as the Project Manager;
- C. A minimum of three (3) years of experience, within the last ten (10) years, managing systems architecture and development projects;
- D. A minimum of four (4) years of experience using project management methodologies and associated tools and metrics;
- E. Completion of at least one (1) project that involved communication and customer relationship management activities with internal and external stakeholders.
- F. Project management experience in managing and leading a minimum of one (1) SLDS project;

- G. Demonstrated ability to communicate and translate technical terminology, concepts and issues in terms understandable to technical and non-technical management and resource staff;
- H. Demonstrated ability in six (6) or more project manager competencies as identified below;
  - 1. Scope Definition;
  - 2. Communications Planning;
  - 3. Resource Planning;
  - 4. Schedule Development;
  - 5. Risk Management;
  - 6. Project Monitoring;
  - 7. Issue Management and Resolution;
  - 8. Project Cost Management;
  - 9. Work Breakdown Structure (SBS);
  - 10. Change Control and Configuration Management;
  - 11. Project Reporting;
  - 12. Activity Definition and Sequencing; or
  - 13. Project Execution and Control.

6.5.1.2 Desired Qualifications

- A. Current Project Management Professional (PMP) certification from Project Management Institute (PMI) or similar certifications;
- B. Experience as Project Manager on a large-scale software development project that exceed \$2 million; and
- C. A minimum of three (3) years of SLDS implementation experience.

6.5.2 Technical Lead Qualifications

6.5.2.1 The technical lead assigned by the awarded vendor must have:

- A. A minimum of three (3) years of direct experience with the proposed application software and database technologies;
- B. A minimum of one (1) project of similar scope as Software Development Team Lead managing three (3) or more staff;
- C. A minimum of two (2) years direct experience with proposed software development methodology and application framework;
- D. A minimum of two (2) years of experience managing systems architecture and systems development projects;
- E. A minimum of two (2) years of experience designing, developing, and managing the implementation of secure, SLDS Solution;

- F. A solid understanding of project lifecycle including requirements gathering, analysis, design, development, testing and implementation; and
- G. The Technical Lead must have a demonstrated ability to translate and communicate technical terminology, concepts and issues in terms understandable to technical and non-technical management and resource staff.

#### 6.5.2.2 Desired Qualifications

- A. The Technical Lead must have experience as a Technical Lead on a large-scale software development project that exceeded \$2 million;
- B. Experience as Technical Lead on large-scale government or private sector SLDS development project; and
- C. The Technical Lead must have a minimum of three (3) years of SLDS implementation experience.

#### 6.5.3 Implementation/Integration Lead Qualifications

The Implementation/Integration Lead is responsible for the timely coordination of all implementation and integration-related tasks. As a minimum, this role defines and communicates all implementation/integration tasks, manages statewide rollout activities, identifies issues and if necessary escalates issues to the Project Management team. The Implementation/Integration Lead coordinates the procurement, receipt and deployment of computer equipment and software if required.

##### 6.5.3.1 Required Qualifications

- A. A minimum of three (3) years of experience managing the implementation of new SLDS Implementation project.
- B. Completed at least one (1) project within the past three (3) years that involved the procurement, receipt and make ready of computer equipment and software;
- C. A minimum of three (3) years of direct experience with the proposed application software and database technologies;
- D. A minimum of one (1) project of similar scope as Integration/Implementation Lead for the testing and deployment of large systems applications;
- E. A minimum of one (1) project of similar scope managing three (3) or more staff;

- F. A minimum of two (2) years direct experience with proposed implementation methodology and application framework;
- G. A minimum of four (4) years of experience designing, developing, and managing the implementation of secure SLDS Solution;
- H. Solid understanding of project lifecycle including requirements gathering, analysis, design, development, testing and implementation; and
- I. Demonstrated ability to translate and communicate technical terminology, concepts and issues in terms understandable to technical and non-technical management and resource staff.

6.5.3.2 Desired Qualifications

- A. Experience as Lead Developer on a large-scale software development project that exceeded \$2 million;
- B. Experience as Lead Developer on large-scale government or private sector insurance or financial software development project; and
- C. A minimum of three (3) years of SLDS implementation experience.

6.5.4 Individual Team Member Qualifications

Each member of the awarded vendor's project team must meet at least two (2) of the qualifications below. In addition, the aggregation of the individual qualifications of the team members must cumulatively meet all of the following requirements. These requirements are:

- 6.5.4.1 A minimum of two (2) years of experience within the last five (5) years on SLDS projects;
- 6.5.4.2 A minimum of two (2) years of experience within the last five (5) years designing and implementing Federated model SLDS solution;
- 6.5.4.3 A minimum of three (3) years of experience within the last five (5) years using the tools proposed for this project;
- 6.5.4.4 A minimum of three (3) years of experience within the last five (5) years with secure Internet applications using the tools proposed for this projects;
- 6.5.4.5 Completed at least one (1) project within the past three (3) years that involved development of course outlines and materials and organizing and conducting classes to support the implementation of new SLDS system; and

6.5.4.6 A solid understanding of project lifecycle including requirements gathering, analysis, design, development, testing and implementation.

6.5.5 Test Manager

6.5.5.1 Required Qualifications

- A. A minimum of four (4) years of direct experience executing formal, written functional, integration, and system test procedures in compliance with a widely recognized standards;
- B. A minimum of three (3) years of experience in managing test plans, test cases, test scenarios, defect tracking and defect resolution and procedures;
- C. A minimum of two (2) years of experience creating and maintaining test beds, as well as, release management across test environments;
- D. A minimum of three (3) years experience in the role of Test Manager leading testing resources for a project of similar scope;
- E. A minimum of one (1) year experience on a project where iterative testing was performed, with multiple production deployments;
- F. Experience with tracking and reporting quality-related metrics;
- G. Solid understanding of project lifecycle including requirements gathering, analysis, design, development, testing and implementation; and
- H. Demonstrated ability to communicate and translate technical terminology, concepts and issues in terms understandable to technical and non-technical management and resource staff.

6.5.6 Lead System Architect

The Lead System Architect is responsible for designing and implementing a comprehensive technical solution to meet the business requirements, including the design, integration, and build-out of the hardware, software, and application architectures, the various environments (development through production), third (3<sup>rd</sup>) party hardware and software selection, sizing, installation, configuration, and custom application integration.

6.5.6.1 Required Qualifications

- A. A minimum of three (3) years of direct experience with proposed architecture and its technology components;

- B. A minimum of one (1) project of similar scope as Lead System Architect managing three (3) or more staff;
- C. A minimum of three (3) years of direct experience with the proposed development and implementation methodology; and
- D. Demonstrated ability to communicate and translate technical terminology, concept and issues in terms understandable to technical and non-technical management and resource staff.

#### 6.5.6.2 Desired Qualifications

- A. Experience as Lead System Architect on a large-scale software development project that exceeded \$2 million;
- B. A minimum of three (3) projects of similar scope and duration where they served as the Lead System Architect; and
- C. A minimum of three (3) years of SLDS implementation experience.

#### 6.5.7 Domain Lead

Domain Lead drive the functional and technical design and implementation for SLDS involving K-12, higher education and labor data.

##### 6.5.7.1 Required Qualifications

- A. At least one (1) project of similar scope and duration where they served as Business/Functional Domain Lead for SLDS implementation involving K-12, higher education and labor data;
- B. A minimum of one (1) year of experience supervising the work of others;
- C. A minimum of three (3) years of experience planning, conducting, and leading JAD sessions;
- D. A minimum of one (1) project with direct experience using UML Use Case or similar techniques and/or business workflow development experience;
- E. Have a solid understanding of project lifecycle including requirements gathering, analysis, design, development, testing and implementation.

##### 6.5.7.2 Desired Qualifications

- A. A minimum of three (3) years of direct experience with proposed development methodology; and

- B. A minimum of one (1) project with direct experience using proposed testing methodology.

#### 6.5.8 Lead Data Architect

The Lead Data Architect is responsible for designing and implementing a comprehensive, scalable, integrated database that meets business requirements from development through production implementation. At a minimum, this role is responsible for the creation of the Conceptual, Logical and Physical Data Models and provides data matching expertise. The Lead Data Architect is responsible for the adherence to database standards as well.

##### 6.5.8.1 Required Qualifications

- A. A minimum of four (4) years of experience performing database design and administration including: complex database analysis, logical modeling, physical modeling, administrative toolsets, and database tuning, optimization, and capacity planning;
- B. A minimum of three (3) years of development experience using SQL, and procedural code through procedures, functions, triggers, views, and packages;
- C. A minimum of three (3) years of direct experience with the proposed data architecture including technology components;
- D. A minimum of one (1) project of similar scope as Lead Data Architect;
- E. A minimum of one (1) project of similar scope managing three (3) or more staff;
- F. A minimum of three (3) years direct experience with ad hoc reporting, business intelligence and/or decision support systems, architectures and technologies; and
- G. Have a demonstrated ability to translate and communicate technical terminology, concept and issues in terms understandable to technical and non-technical management and resource staff.

##### 6.5.8.2 Desired Qualifications

- A. Experience as Lead Data Architect on a large-scale software development project that exceeded \$2 million;
- B. Experience as Lead Data Architect on large-scale government or private sector SLDS Implementation project;
- C. A solid understanding of project lifecycle including requirements gathering, analysis, design, development, testing and implementation;

- D. Experience with architecting and designing enterprise level databases comprised of integrated data from multiple sources; and
- E. Familiarity with data management best practices, such as Master Data Management.

## 6.6 VENDOR STAFF RESUMES

A resume must be completed for each proposed individual on the State format provided in *Attachment I, Proposed Staff Resume*, including identification of key personnel per *Section 13.3.19, Key Personnel*.

## 6.7 PRELIMINARY PROJECT PLAN

- 6.7.1 Vendors must submit a preliminary project plan as part of the proposal, including, but not limited to:
  - 6.7.1.1 Gantt charts that show all proposed project activities;
  - 6.7.1.2 Planning methodologies;
  - 6.7.1.3 Milestones;
  - 6.7.1.4 Task conflicts and/or interdependencies;
  - 6.7.1.5 Estimated time frame for each task identified in *Section 5, Scope of Work*; and
  - 6.7.1.6 Overall estimated time frame from project start to completion for both Contractor and State activities, including strategies to avoid schedule slippage.
- 6.7.2 Vendors must provide a written plan addressing the roles and responsibilities and method of communication between the contractor and any subcontractor(s).
- 6.7.3 The preliminary project plan will be incorporated into the contract.
- 6.7.4 The first project deliverable is the finalized detailed project plan that must include fixed deliverable due dates for all subsequent project tasks as defined in *Section 5, Scope of Work*. The contract will be amended to include the State approved detailed project plan.
- 6.7.5 Vendors must identify all potential risks associated with the project, their proposed plan to mitigate the potential risks and include recommended strategies for managing those risks.
- 6.7.6 Vendors must provide information on the staff that will be located on-site in Carson City. If staff will be located at remote locations, vendors must include specific information on plans to accommodate the exchange of information and transfer of technical and procedural knowledge. The State encourages alternate methods of communication other than in person meetings, such as transmission of documents via email and teleconferencing, as appropriate.



## **6.8 PROJECT MANAGEMENT**

Vendors must describe the project management methodology and processes utilized for:

- 6.8.1 Project integration to ensure that the various elements of the project are properly coordinated;
- 6.8.2 Project scope to ensure that the project includes all the work required and only the work required to complete the project successfully;
- 6.8.3 Time management to ensure timely completion of the project. Include defining activities, estimating activity duration, developing and controlling the project schedule;
- 6.8.4 Responding to and covering requested changes in the project time frames;
- 6.8.5 Responding to State generated issues;
- 6.8.6 Cost management to ensure that the project is completed within the approved budget. Include resource planning, cost estimating, cost budgeting and cost control;
- 6.8.7 Resource management to ensure the most effective use of people involved in the project including subcontractors if any;
- 6.8.8 Communications management to ensure effective information generation, documentation, storage, transmission and disposal of project information; and
- 6.8.9 Risk management to ensure that risks are identified, planned for, analyzed, communicated and acted upon effectively.

## **6.9 QUALITY ASSURANCE**

Vendors must describe the quality assurance methodology and processes utilized to ensure that the project will satisfy State requirements as outlined in *Section 5, Scope of Work* of this RFP.

## **6.10 METRICS MANAGEMENT**

Vendors must describe the metrics management methodology and processes utilized to satisfy State requirements as outlined in *Section 5, Scope of Work* of this RFP. The methodology must include the metrics captured and how they are tracked and measured.

## **6.11 DESIGN AND DEVELOPMENT PROCESSES**

Vendors must describe the methodology, processes and tools utilized for:

- 6.11.1 Analyzing potential solutions, including identifying design constraints;
- 6.11.2 Developing a detailed operational concept of the interaction of the system, the user and the environment that satisfies the operational need;
- 6.11.3 Identifying the key design issues that must be resolved to support successful development of the system; and
- 6.11.4 Integrating the disciplines that are essential to system functional requirements definition.

## **6.12 CONFIGURATION MANAGEMENT**

Vendors must describe the methodology, processes and tools utilized for:

- 6.12.1 Control of changes to requirements, design and code;
- 6.12.2 Control of changes to the matching engine and hub;
- 6.12.3 Traceability of requirements, design and code;
- 6.12.4 Tools to help control versions and builds;
- 6.12.5 Parameters established for regression testing;
- 6.12.6 Baselines established for tools, change log and modules;
- 6.12.7 Documentation of the change control board and change proposal process; and
- 6.12.8 Change log that tracks open/closed change requests.

## **6.13 PEER REVIEW MANAGEMENT**

Vendors must describe the methodology, processes and tools utilized for:

- 6.13.1 Peer reviews conducted for design, configuration, code and test cases;
- 6.13.2 Number of types of people normally involved in peer reviews;
- 6.13.3 Types of procedures and checklists utilized;
- 6.13.4 Types of statistics compiled on the type, severity and location of errors; and
- 6.13.5 How errors are tracked to closure.

## **6.14 PROJECT SOFTWARE TOOLS**

- 6.14.1 Vendors must describe any software tools and equipment resources to be utilized during the course of the project including minimum hardware requirements and compatibility with existing computing resources as described in *Section 3.4, Current Computing Environment*.
- 6.14.2 Costs and training associated with the project software tools identified must be included in *Attachment K, Project Costs*.

## 7. PROJECT COSTS

The Cost Schedules to be completed for this RFP are embedded as an Excel spreadsheet in *Attachment K, Project Costs*.

All proposal terms, including prices, will remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, will remain in effect throughout the contract negotiation process.

### 7.1 COST SCHEDULES

The cost for each deliverable must be complete and include all expenses, including travel, per diem and out-of-pocket expenses as well as administrative and/or overhead expenses. Each table in the Excel spreadsheet in *Attachment K, Project Costs* must be completed and detailed backup must be provided for all cost schedules completed.

#### 7.1.1 Detailed Deliverable Cost Schedules

7.1.1.1 The schedules have been set up so that the sub-total from each deliverable cost schedule will automatically be transferred to the summary table in *Section 7.1.7, Summary Schedule of Project Costs (refer to Attachment K, Project Costs)*.

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in *Section 7.1.7, Summary Schedule of Project Costs (refer to Attachment K, Project Costs)* prior to submitting their cost proposal.

#### 7.1.2 Development Environments

Proposers must identify costs for any hardware and/or software proposed for the Development Environments, as follows:

7.1.2.1 The schedule has been set up so that the sub-total from this cost schedule will automatically be transferred to the summary table in *Section 7.1.7, Summary Schedule of Project Costs (refer to Attachment K, Project Costs)*.

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in *Section 7.1.7, Summary Schedule of Project Costs (refer to Attachment K, Project Costs)* prior to submitting their cost proposal.

7.1.2.2 Proposers must provide a detailed description and cost for each proposed item.

7.1.2.3 The State reserves the right not to accept the proposed hardware and/or software.

7.1.2.4 Costs for specific licenses must be provided.

7.1.2.5 The State reserves the right not to purchase the proposed hardware and/or software from the awarded vendor.

### 7.1.3 Test Environments

Proposers must identify costs for any hardware and/or software proposed for the Test Environments, as follows:

7.1.3.1 The schedule has been set up so that the sub-total from this cost schedule will automatically be transferred to the summary table in ***Section 7.1.7, Summary Schedule of Project Costs (refer to Attachment K, Project Costs)***.

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 7.1.7, Summary Schedule of Project Costs (refer to Attachment K, Project Costs)*** prior to submitting their cost proposal.

7.1.3.2 Proposers must provide a detailed description and cost for each proposed item.

7.1.3.3 The State reserves the right not to accept the proposed hardware and/or software.

7.1.3.4 Costs for specific licenses must be provided.

7.1.3.5 The State reserves the right not to purchase the proposed hardware and/or software from the awarded vendor.

### 7.1.4 UAT/Training Environment

Proposers must identify costs for any hardware and/or software proposed for the UAT Training Environment, as follows:

7.1.4.1 The schedule has been set up so that the sub-total from this cost schedule will automatically be transferred to the summary table in ***Section 7.1.7, Summary Schedule of Project Costs (refer to Attachment K, Project Costs)***.

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 7.1.7, Summary Schedule of Project Costs (refer to Attachment K, Project Costs)*** prior to submitting their cost proposal.

7.1.4.2 Proposers must provide a detailed description and cost for each proposed item.

7.1.4.3 The State reserves the right not to accept the proposed hardware and/or software.

7.1.4.4 Costs for specific licenses must be provided.

7.1.4.5 The State reserves the right not to purchase the proposed hardware and/or software from the awarded vendor.

#### 7.1.5 Production Environment

Proposers must identify costs for any hardware and/or software proposed for the Production Environments, as follows:

7.1.5.1 The schedule has been set up so that the sub-total from this cost schedule will automatically be transferred to the summary table in ***Section 7.1.7, Summary Schedule of Project Costs (refer to Attachment K, Project Costs)***.

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 7.1.7, Summary Schedule of Project Costs (refer to Attachment K, Project Costs)*** prior to submitting their cost proposal.

7.1.5.2 Proposers must provide a detailed description and cost for each proposed item.

7.1.5.3 The State reserves the right not to accept the proposed hardware and/or software.

7.1.5.4 Costs for specific licenses must be provided.

7.1.5.5 The State reserves the right not to purchase the proposed hardware and/or software from the awarded vendor.

#### 7.1.6 Other Associated Costs

Proposers must identify any other costs not covered on the Detailed Deliverable Cost Schedules and/or the cost schedules for any hardware and/or software proposed, as follows:

7.1.6.1 The schedule has been set up so that the sub-total from this cost schedule will automatically be transferred to the summary table in ***Section 7.1.7, Summary Schedule of Project Costs (refer to Attachment K, Project Costs)***.

However, it is ultimately the proposer's responsibility to make sure that all totals are correctly transferred to the summary table in ***Section 7.1.7, Summary Schedule of Project Costs (refer to Attachment K, Project Costs)*** prior to submitting their cost proposal.

7.1.6.2 Proposers must provide detailed information for each item identified.

#### 7.1.7 Summary Schedule of Project Costs

Proposers must make sure that all totals from the Detailed Deliverable Cost Schedules, the cost schedules for any hardware and/or software proposed and other associated costs are transferred to ***Section 7.1.7, Summary Schedule of Project Costs (refer to Attachment K, Project Costs)***.

- 7.1.8 Hourly Rate Schedule for Change Orders
- 7.1.8.1 Prices quoted for change orders/regulatory changes must remain in effect for six (6) months after State acceptance of the successfully implemented system.
- 7.1.8.2 Proposers must provide firm, fixed hourly rates for change orders/regulatory changes, including updated documentation.
- 7.1.8.3 Proposers must provide a firm, fixed hourly rate for each staff classification identified on the project. Proposers must not provide a single compilation rate.
- 7.1.9 Annual Product Licensing and Maintenance Schedule
- 7.1.9.1 Proposers must provide a three (3) year fee schedule with the following information:
- A. Listing of each product;
  - B. Original project proposed price;
  - C. Annual licensing fee, if applicable;
  - D. Annual maintenance fee; and
  - E. Percentages of the original amount for each fee.

## **8. FINANCIAL**

### **8.1 PAYMENT**

- 8.1.1 Upon review and acceptance by the State, payments for invoices are normally made within 45 – 60 days of receipt, providing all required information, documents and/or attachments have been received.
- 8.1.2 Pursuant to NRS 227.185 and NRS 333.450, the State shall pay claims for supplies, materials, equipment and services purchased under the provisions of this RFP electronically, unless determined by the State Controller that the electronic payment would cause the payee to suffer undue hardship or extreme inconvenience.

### **8.2 BILLING**

- 8.2.1 There shall be no advance payment for services furnished by a contractor pursuant to the executed contract.
- 8.2.2 Payment for services shall only be made after completed deliverables are received, reviewed and accepted in writing by the State.
- 8.2.3 The vendor must bill the State as outlined in the approved contract and/or deliverable payment schedule.
- 8.2.4 Each billing must consist of an invoice and a copy of the State-approved deliverable sign-off form.

### **8.3 TIMELINESS OF BILLING**

The State is on a fiscal year calendar. All billings for dates of service prior to July 1 must be submitted to the State no later than the first Friday in August of the same year. A billing submitted after the first Friday in August, that forces the State to process the billing as a stale claim pursuant to NRS 353.097, will subject the contractor to an administrative fee not to exceed \$100.00. This is the estimate of the additional costs to the State for processing the billing as a stale claim and this amount will be deducted from the stale claims payment due the contractor.

### **8.4 HOLD BACKS**

- 8.4.1 The State shall pay all invoiced amounts, less a 20% hold back, following receipt of the invoice and a fully completed project deliverable sign-off form.
- 8.4.2 The distribution of the hold backs will be negotiated with the contractor.
- 8.4.3 Actual payment of hold backs will be made with the approval of the Project Governance Working Group.

## **9. WRITTEN QUESTIONS AND ANSWERS**

In lieu of a pre-proposal conference, the Purchasing Division will accept questions and/or comments in writing, received by email regarding this RFP.

### **9.1 QUESTIONS AND ANSWERS**

- 9.1.1 The RFP Question Submittal Form is located on the Services RFP/RFQ Opportunities webpage at <http://purchasing.state.nv.us/services/sdocs.htm>. Select this RFP number and the “Question” link.
- 9.1.2 The deadline for submitting questions is as specified in *Section 10, RFP Timeline*.
- 9.1.3 All questions and/or comments will be addressed in writing and responses emailed or faxed to prospective vendors on or about the date specified in *Section 10, RFP Timeline*.

## **10. RFP TIMELINE**

The following represents the proposed timeline for this project. All times stated are Pacific Time (PT). These dates represent a tentative schedule of events. The State reserves the right to modify these dates at any time.

<b>Task</b>	<b>Date/Time</b>
Deadline for submitting questions	01/06/2014 @ 2:00 PM
Answers posted to website	On or about 01/13/2014
Deadline for submittal of Reference Questionnaires	No later than 4:30 PM on 01/23/2014
Deadline for submission and opening of proposals	No later than 2:00 PM on 01/27/2014
Evaluation period (approximate time frame)	01/28/2014 – 02/10/2014
Vendor Presentations (approximate time frame)	02/18/2014
Selection of vendor	On or about 02/19/2014
Anticipated BOE approval	05/2014
Contract start date (contingent upon BOE approval)	05/2014

## 11. PROPOSAL SUBMISSION REQUIREMENTS, FORMAT AND CONTENT

### 11.1 GENERAL SUBMISSION REQUIREMENTS

Vendors’ proposals must be packaged and submitted in counterparts; therefore, vendors must pay close attention to the submission requirements. Proposals will have a technical response, which may be composed of two (2) parts in the event a vendor determines that a portion of their technical response qualifies as “confidential” as defined within *Section 2, Acronyms/Definitions*.

If complete responses cannot be provided without referencing confidential information, such confidential information must be provided in accordance with *Section 11.3, Part I B – Confidential Technical and Section 12.5, Part III Confidential Financial Information*. Specific references made to the tab, page, section and/or paragraph where the confidential information can be located must be identified on *Attachment A, Confidentiality and Certification of Indemnification* and comply with the requirements stated in *Section 11.6, Confidentiality of Proposals*.

The remaining section is the Cost Proposal. Vendors may submit their proposal broken out into the three (3) sections required, or four (4) sections if confidential technical information is included, in a single box or package for shipping purposes.

The required CDs must contain information as specified in *Section 11.6.4*.

Detailed instructions on proposal submission and packaging follows and vendors must submit their proposals as identified in the following sections. Proposals and CDs that do not comply with the following requirements may be deemed non-responsive and rejected at the State’s discretion.

11.1.1 All information is to be completed as requested.



- 11.1.2 Each section within the technical proposal and cost proposal must be separated by clearly marked tabs with the appropriate section number and title as specified.
- 11.1.3 Although it is a public opening, only the names of the vendors submitting proposals will be announced per NRS 333.335(6). Technical and cost details about proposals submitted will not be disclosed. Assistance for handicapped, blind or hearing-impaired persons who wish to attend the RFP opening is available. If special arrangements are necessary, please notify the Purchasing Division designee as soon as possible and at least two days in advance of the opening.
- 11.1.4 If discrepancies are found between two (2) or more copies of the proposal, the master copy will provide the basis for resolving such discrepancies. If one (1) copy of the proposal is not clearly marked "MASTER," the State may reject the proposal. However, the State may at its sole option, select one (1) copy to be used as the master.
- 11.1.5 For ease of evaluation, the proposal must be presented in a format that corresponds to and references sections outlined within this RFP and must be presented in the same order. Written responses must be in *bold/italics* and placed immediately following the applicable RFP question, statement and/or section. Exceptions/assumptions to this may be considered during the evaluation process.
- 11.1.6 Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc., are not necessary or desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.

Unnecessarily elaborate responses beyond what is sufficient to present a complete and effective response to this RFP are not desired and may be construed as an indication of the proposer's lack of environmental and cost consciousness. Unless specifically requested in this RFP, elaborate artwork, corporate brochures, lengthy narratives, expensive paper, specialized binding, and other extraneous presentation materials are neither necessary nor desired.

The State of Nevada, in its continuing efforts to reduce solid waste and to further recycling efforts requests that proposals, to the extent possible and practical:

- 11.1.6.1 Be submitted on recycled paper;
- 11.1.6.2 Not include pages of unnecessary advertising;
- 11.1.6.3 Be printed on both sides of each sheet of paper; and
- 11.1.6.4 Be contained in re-usable binders or binder clips as opposed to spiral or glued bindings.

11.1.7 For purposes of addressing questions concerning this RFP, the sole contact will be the Purchasing Division as specified on Page 1 of this RFP. Upon issuance of this RFP, other employees and representatives of the agencies identified in the RFP will not answer questions or otherwise discuss the contents of this RFP with any prospective vendors or their representatives. Failure to observe this restriction may result in disqualification of any subsequent proposal per NAC 333.155(3). This restriction does not preclude discussions between affected parties for the purpose of conducting business unrelated to this procurement.

11.1.8 Any vendor who believes proposal requirements or specifications are unnecessarily restrictive or limit competition may submit a request for administrative review, in writing, to the Purchasing Division. To be considered, a request for review must be received no later than the deadline for submission of questions.

The Purchasing Division shall promptly respond in writing to each written review request, and where appropriate, issue all revisions, substitutions or clarifications through a written amendment to the RFP.

Administrative review of technical or contractual requirements shall include the reason for the request, supported by factual information, and any proposed changes to the requirements.

11.1.9 If a vendor changes any material RFP language, vendor’s response may be deemed non-responsive per NRS 333.311.

**11.2 PART I A – TECHNICAL PROPOSAL**

11.2.1 The technical proposal must include:

- 11.2.1.1 One (1) original marked “MASTER”; and
- 11.2.1.2 Eight (8) identical copies.

11.2.2 The technical proposal **must not include** confidential technical information (refer to **Section 11.3, Part I B, Confidential Technical**) or cost and/or pricing information. Cost and/or pricing information contained in the technical proposal may cause the proposal to be rejected.

11.2.3 Format and Content

11.2.3.1 Tab I – Title Page

The title page must include the following:

<b>Part I A – Technical Proposal</b>	
RFP Title:	Nevada 2012 SLDS Implementation
RFP:	2064
Vendor Name:	
Address:	
Proposal Opening Date:	January 27, 2014
Proposal Opening Time:	2:00 PM

11.2.3.2 Tab II – Table of Contents

An accurate and updated table of contents must be provided.

11.2.3.3 Tab III – Vendor Information Sheet

The vendor information sheet completed with an original signature by an individual authorized to bind the organization must be included in this tab.

11.2.3.4 Tab IV – State Documents

The State documents tab must include the following:

- A. The signature page from all amendments with an original signature by an individual authorized to bind the organization.
- B. Attachment A – Confidentiality and Certification of Indemnification with an original signature by an individual authorized to bind the organization.
- C. Attachment C – Vendor Certifications with an original signature by an individual authorized to bind the organization.
- D. Attachment M – Certification Regarding Lobbying with an original signature by an individual authorized to bind the organization.
- E. Copies of any vendor licensing agreements and/or hardware and software maintenance agreements.
- F. Copies of applicable certifications and/or licenses.

11.2.3.5 Tab V - Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP

- A. **Attachment B** with an original signature by an individual authorized to bind the organization must be included in this tab.
- B. If the exception and/or assumption require a change in the terms or wording of any section of the RFP, the contract, or any incorporated documents, vendors **must** provide the specific language that is being proposed on **Attachment B**.
- C. Only technical exceptions and/or assumptions should be identified on **Attachment B**.
- D. The State will not accept additional exceptions and/or assumptions if submitted after the proposal submission deadline. If vendors do not specify any exceptions and/or assumptions in detail at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

- 11.2.3.6 Tab VI – Section 4 – System Requirements
- Vendors must place their written response(s) in ***bold/italics*** immediately following the applicable RFP question, statement and/or section.
- 11.2.3.7 Tab VII – Section 5 – Scope of Work
- Vendors must place their written response(s) in ***bold/italics*** immediately following the applicable RFP question, statement and/or section.
- 11.2.3.8 Tab VIII– Section 6 – Company Background and References
- Vendors must place their written response(s) in ***bold/italics*** immediately following the applicable RFP question, statement and/or section. This section must also include the requested information in ***Section 6.2, Subcontractor Information***, if applicable.
- 11.2.3.9 Tab IX – Attachment I – Proposed Staff Resume
- Vendors must include all proposed staff resumes per ***Section 6.6, Vendor Staff Resumes*** in this section. This section should also include any subcontractor proposed staff resumes, if applicable.
- 11.2.3.10 Tab X – Preliminary Project Plan
- Vendors must include the preliminary project plan in this section.
- 11.2.3.11 Tab XI – Requirements Matrix
- Vendors must include their completed requirements matrix (***refer to Attachment O, Requirements Matrix***) in this section.
- 11.2.3.12 Tab XII – Other Informational Material
- Vendors must include any other applicable reference material in this section clearly cross referenced with the proposal.

### **11.3 PART I B – CONFIDENTIAL TECHNICAL PROPOSAL**

- 11.3.1 Vendors only need to submit Part I B if the proposal includes any confidential technical information (***Refer to Attachment A, Confidentiality and Certification of Indemnification***).
- 11.3.2 The confidential technical proposal must include:
- 11.3.2.1 One (1) original marked “MASTER”; and
  - 11.3.2.2 Eight (8) identical copies.

11.3.3 Format and Content

11.3.3.1 Tab I – Title Page

The title page must include the following:

<b>Part I B – Confidential Technical Proposal</b>	
RFP Title:	Nevada 2012 SLDS Implementation
RFP:	2064
Vendor Name:	
Address:	
Proposal Opening Date:	January 27, 2014
Proposal Opening Time:	2:00 PM

11.3.3.2 Tabs – Confidential Technical

Vendors must have tabs in the confidential technical information that cross reference back to the technical proposal, as applicable.

**11.4 PART II – COST PROPOSAL**

11.4.1 The cost proposal must include:

- 11.4.1.1 One (1) original marked “MASTER”; and
- 11.4.1.2 Eight (8) identical copies.

11.4.2 The cost proposal must not be marked “confidential”. Only information that is deemed proprietary per NRS 333.020(5)(a) may be marked as “confidential”.

11.4.3 Format and Content

11.4.3.1 Tab I – Title Page

The title page must include the following:

<b>Part II – Cost Proposal</b>	
RFP Title:	Nevada 2012 SLDS Implementation
RFP:	2064
Vendor Name:	
Address:	
Proposal Opening Date:	January 27, 2014
Proposal Opening Time:	2:00 PM

11.4.3.2 Tab II – Cost Proposal

Cost proposal must be in the format identified in **Attachment K, Project Costs**.

11.4.3.3 Tab III – Attachment L, Cost Proposal Certification of Compliance with Terms and Conditions of RFP

- A. **Attachment L** with an original signature by an individual authorized to bind the organization must be included in this tab.
- B. In order for any cost exceptions and/or assumptions to be considered, vendors **must** provide the specific language that is being proposed on **Attachment L**.
- C. Only cost exceptions and/or assumptions should be identified on **Attachment L**.
- D. **Do not restate** the technical exceptions and/or assumptions on this form.
- E. The State will not accept additional exceptions and/or assumptions if submitted after the proposal submission deadline. If vendors do not specify any exceptions and/or assumptions in detail at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

**11.5 PART III – CONFIDENTIAL FINANCIAL INFORMATION**

11.5.1 The confidential financial information part must include:

- 11.5.1.1 One (1) original marked “MASTER”; and
- 11.5.1.2 One (1) identical copy.

11.5.2 Format and Content

11.5.2.1 Tab I – Title Page

The title page must include the following:

<b>Part III – Confidential Financial Proposal</b>	
RFP Title:	Nevada 2012 SLDS Implementation
RFP:	2064
Vendor Name:	
Address:	
Proposal Opening Date:	January 27, 2014
Proposal Opening Time:	2:00 PM

11.5.2.2 Tab II – Financial Information and Documentation

Vendors must place the information required per **Section 6.1.11** in this tab.

**11.6 CONFIDENTIALITY OF PROPOSALS**

11.6.1 As a potential contractor of a public entity, vendors are advised that full disclosure is required by law.

- 11.6.2 Vendors are required to submit written documentation in accordance with **Attachment A, Confidentiality and Certification of Indemnification** demonstrating the material within the proposal marked “confidential” conforms to NRS §333.333, which states “Only specific parts of the proposal may be labeled a “trade secret” as defined in NRS §600A.030(5)”. Not conforming to these requirements will cause your proposal to be deemed non-compliant and will not be accepted by the State of Nevada.
- 11.6.3 Vendors acknowledge that material not marked as “confidential” will become public record upon contract award.
- 11.6.4 The required CDs must contain the following:

- 11.6.4.1 One (1) “**Master**” CD with an exact duplicate of the technical and cost proposal contents only.
- A. The electronic files must follow the format and content section for the technical and cost proposal.
  - B. The CD must be packaged in a case and clearly labeled as follows:

<b>Master CD</b>	
RFP No:	2064
Vendor Name:	
Contents:	Part IA – Technical Proposal Part IB – Confidential Technical Proposal Part II – Cost Proposal

- 11.6.4.2 One (1) “**Public Records CD**” which must include the technical and cost proposal contents to be used for public records requests.
- A. This CD **must not** contain any confidential or proprietary information.
  - B. The electronic files must follow the format and content section for the redacted versions of the technical and cost proposal.
  - C. All electronic files **must** be saved in “PDF” format, with one file named Part IA – Technical Proposal and one (1) file named Part II – Cost Proposal.
  - D. The CD must be packaged in a case and clearly labeled as follows:

<b>Public Records CD</b>	
RFP No:	2064
Vendor Name:	
Contents:	Part IA – Technical Proposal for Public Records Request Part II – Cost Proposal for Public Records Request

- 11.6.5 The Public Records submitted on the CD will be posted to the Purchasing Website upon the Notice of Award.
- 11.6.6 It is the vendor’s responsibility to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation.
- 11.6.7 Failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by release of said information.

**11.7 PROPOSAL PACKAGING**

- 11.7.1 If the separately sealed technical and cost proposals as well as confidential technical information and financial documentation, marked as required, are enclosed in another container for mailing purposes, the outermost container must fully describe the contents of the package and be clearly marked as follows:
- 11.7.2 Vendors are encouraged to utilize the copy/paste feature of word processing software to replicate these labels for ease and accuracy of proposal packaging.

<b>Annette Morfin, Purchasing Officer State of Nevada, Purchasing Division 515 E. Musser Street, Suite 300 Carson City, NV 89701</b>	
<b>RFP:</b>	2064
<b>PROPOSAL OPENING DATE:</b>	January 27, 2014
<b>PROPOSAL OPENING TIME:</b>	2:00 PM
<b>FOR:</b>	Nevada 2012 SLDS Implementation
<b>VENDOR’S NAME:</b>	

- 11.7.3 Proposals must be received at the address referenced below no later than the date and time specified in Section 10, RFP Timeline. Proposals that do not arrive by proposal opening time and date will not be accepted. Vendors may submit their proposal any time prior to the above stated deadline.
- 11.7.4 The State will not be held responsible for proposal envelopes mishandled as a result of the envelope not being properly prepared.
- 11.7.5 Email, facsimile, or telephone proposals will NOT be considered; however, at the State’s discretion, the proposal may be submitted all or in part on electronic media, as requested within the RFP document. Proposal may be modified by email, facsimile, or written notice provided such notice is received prior to the opening of the proposals.



- 11.7.6 The technical proposal shall be submitted to the State in a sealed package and be clearly marked as follows:

<b>Annette Morfin, Purchasing Officer State of Nevada, Purchasing Division 515 E. Musser Street, Suite 300 Carson City, NV 89701</b>	
<b>RFP:</b>	2064
<b>PROPOSAL COMPONENT:</b>	PART I A – TECHNICAL PROPOSAL
<b>PROPOSAL OPENING DATE:</b>	January 27, 2014
<b>PROPOSAL OPENING TIME:</b>	2:00 PM
<b>FOR:</b>	Nevada 2012 SLDS Implementation
<b>VENDOR'S NAME:</b>	

- 11.7.7 If applicable, confidential technical information shall be submitted to the State in a sealed package and be clearly marked as follows:

<b>Annette Morfin, Purchasing Officer State of Nevada, Purchasing Division 515 E. Musser Street, Suite 300 Carson City, NV 89701</b>	
<b>RFP:</b>	2064
<b>PROPOSAL COMPONENT:</b>	PART I B – CONFIDENTIAL TECHNICAL PROPOSAL
<b>PROPOSAL OPENING DATE:</b>	January 27, 2014
<b>PROPOSAL OPENING TIME:</b>	2:00 PM
<b>FOR:</b>	Nevada 2012 SLDS Implementation
<b>VENDOR'S NAME:</b>	

- 11.7.8 The cost proposal shall be submitted to the State in a sealed package and be clearly marked as follows:

<b>Annette Morfin, Purchasing Officer State of Nevada, Purchasing Division 515 E. Musser Street, Suite 300 Carson City, NV 89701</b>	
<b>RFP:</b>	2064
<b>PROPOSAL COMPONENT:</b>	PART II – COST PROPOSAL
<b>PROPOSAL OPENING DATE:</b>	January 27, 2014
<b>PROPOSAL OPENING TIME:</b>	2:00 PM
<b>FOR:</b>	Nevada 2012 SLDS Implementation
<b>VENDOR'S NAME:</b>	

- 11.7.9 Confidential financial information shall be submitted to the State in a sealed package and be clearly marked as follows:

<b>Annette Morfin, Purchasing Officer State of Nevada, Purchasing Division 515 E. Musser Street, Suite 300 Carson City, NV 89701</b>	
<b>RFP:</b>	2064
<b>PROPOSAL COMPONENT:</b>	PART III - CONFIDENTIAL FINANCIAL INFORMATION
<b>PROPOSAL OPENING DATE:</b>	January 27, 2014
<b>PROPOSAL OPENING TIME:</b>	2:00 PM
<b>FOR:</b>	Nevada 2012 SLDS Implementation
<b>VENDOR'S NAME:</b>	

11.7.10 The CDs shall be submitted to the State in a sealed package and be clearly marked as follows:

<b>Annette Morfin, Purchasing Officer State of Nevada, Purchasing Division 515 E. Musser Street, Suite 300 Carson City, NV 89701</b>	
<b>RFP:</b>	2064
<b>PROPOSAL COMPONENT:</b>	CDs
<b>PROPOSAL OPENING DATE:</b>	January 27, 2014
<b>PROPOSAL OPENING TIME:</b>	2:00 PM
<b>FOR:</b>	Nevada 2012 SLDS Implementation
<b>VENDOR'S NAME:</b>	

## 12. PROPOSAL EVALUATION AND AWARD PROCESS

*The information in this section does not need to be returned with the vendor's proposal.*

**12.1** Proposals shall be consistently evaluated and scored in accordance with NRS 333.335(3) based upon the following criteria:

12.1.1 Demonstrated competence

12.1.2 Experience in performance of comparable engagements

12.1.3 Conformance with the terms of this RFP

12.1.4 Expertise and availability of key personnel

12.1.5 Cost

12.1.6 Presentations

12.1.6.1 Following the evaluation and scoring process specified above, the State may require vendors to make a presentation of their proposal to the evaluation committee or other State staff, as applicable.

- 12.1.6.2 The State, at its option, may limit participation in vendor presentations up to the three (3) highest ranking vendors.
- 12.1.6.3 The State reserves the right to forego vendor presentations and select vendor(s) based on the written proposals submitted.

Note: Financial stability will be scored on a pass/fail basis.

**Proposals shall be kept confidential until a contract is awarded.**

- 12.2 The evaluation committee may also contact the references provided in response to the Section identified as Company Background and References; contact any vendor to clarify any response; contact any current users of a vendor's services; solicit information from any available source concerning any aspect of a proposal; and seek and review any other information deemed pertinent to the evaluation process. The evaluation committee shall not be obligated to accept the lowest priced proposal, but shall make an award in the best interests of the State of Nevada per NRS 333.335(5).
- 12.3 Each vendor must include in its proposal a complete disclosure of any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigations pending which involves the vendor or in which the vendor has been judged guilty or liable. Failure to comply with the terms of this provision may disqualify any proposal. The State reserves the right to reject any proposal based upon the vendor's prior history with the State or with any other party, which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures. See generally, NRS 333.335.
- 12.4 Clarification discussions may, at the State's sole option, be conducted with vendors who submit proposals determined to be acceptable and competitive per NAC 333.165. Vendors shall be accorded fair and equal treatment with respect to any opportunity for discussion and/or written revisions of proposals. Such revisions may be permitted after submissions and prior to award for the purpose of obtaining best and final offers. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by competing vendors. Any modifications made to the original proposal during the best and final negotiations will be included as part of the contract.
- 12.5 A Notification of Intent to Award shall be issued in accordance with NAC 333.170. Any award is contingent upon the successful negotiation of final contract terms and upon approval of the Board of Examiners, when required. Negotiations shall be confidential and not subject to disclosure to competing vendors unless and until an agreement is reached. If contract negotiations cannot be concluded successfully, the State upon written notice to all vendors may negotiate a contract with the next highest scoring vendor or withdraw the RFP.
- 12.6 Any contract resulting from this RFP shall not be effective unless and until approved by the Nevada State Board of Examiners (NRS 333.700).

## 13. TERMS AND CONDITIONS

### 13.1 PROCUREMENT AND PROPOSAL TERMS AND CONDITIONS

*The information in this section does not need to be returned with the vendor's proposal. However, if vendors have any exceptions and/or assumptions to any of the terms and conditions in this section, they MUST identify in detail their exceptions and/or assumptions on **Attachment B, Technical Proposal Certification of Compliance**. In order for any exceptions and/or assumptions to be considered they MUST be documented in **Attachment B**. The State will not accept additional exceptions and/or assumptions if submitted after the proposal submission deadline.*

- 13.1.1 This procurement is being conducted in accordance with NRS Chapter 333 and NAC Chapter 333.
- 13.1.2 The State reserves the right to alter, amend, or modify any provisions of this RFP, or to withdraw this RFP, at any time prior to the award of a contract pursuant hereto, if it is in the best interest of the State to do so.
- 13.1.3 The State reserves the right to waive informalities and minor irregularities in proposals received.
- 13.1.4 For ease of responding to the RFP, vendors are encouraged to download the RFP from the Purchasing Division's website at <http://purchasing.state.nv.us>.
- 13.1.5 The failure to separately package and clearly mark **Part I B and Part III** – which contains confidential information, trade secrets and/or proprietary information, shall constitute a complete waiver of any and all claims for damages caused by release of the information by the State.
- 13.1.6 The State reserves the right to reject any or all proposals received prior to contract award (NRS 333.350).
- 13.1.7 The State shall not be obligated to accept the lowest priced proposal, but will make an award in the best interests of the State of Nevada after all factors have been evaluated (NRS 333.335).
- 13.1.8 Any irregularities or lack of clarity in the RFP should be brought to the Purchasing Division designee's attention as soon as possible so that corrective addenda may be furnished to prospective vendors.
- 13.1.9 Proposals must include any and all proposed terms and conditions, including, without limitation, written warranties, maintenance/service agreements, license agreements and lease purchase agreements. The omission of these documents renders a proposal non-responsive.
- 13.1.10 Alterations, modifications or variations to a proposal may not be considered unless authorized by the RFP or by addendum or amendment.
- 13.1.11 Proposals which appear unrealistic in the terms of technical commitments, lack of technical competence, or are indicative of failure to comprehend the complexity and risk of this contract, may be rejected.

- 13.1.12 Proposals from employees of the State of Nevada will be considered in as much as they do not conflict with the State Administrative Manual, NRS Chapter 281 and NRS Chapter 284.
- 13.1.13 Proposals may be withdrawn by written or facsimile notice received prior to the proposal opening time. Withdrawals received after the proposal opening time will not be considered except as authorized by NRS 333.350(3).
- 13.1.14 Prices offered by vendors in their proposals are an irrevocable offer for the term of the contract and any contract extensions. The awarded vendor agrees to provide the purchased services at the costs, rates and fees as set forth in their proposal in response to this RFP. No other costs, rates or fees shall be payable to the awarded vendor for implementation of their proposal.
- 13.1.15 The State is not liable for any costs incurred by vendors prior to entering into a formal contract. Costs of developing the proposal or any other such expenses incurred by the vendor in responding to the RFP, are entirely the responsibility of the vendor, and shall not be reimbursed in any manner by the State.
- 13.1.16 Proposals submitted per proposal submission requirements become the property of the State, selection or rejection does not affect this right; proposals will be returned only at the State's option and at the vendor's request and expense. The masters of the technical proposal, confidential technical proposal, cost proposal and confidential financial information of each response shall be retained for official files.
- 13.1.17 The Nevada Attorney General will not render any type of legal opinion regarding this transaction.
- 13.1.18 Any unsuccessful vendor may file an appeal in strict compliance with NRS 333.370 and Chapter 333 of the Nevada Administrative Code.

## 13.2 CONTRACT TERMS AND CONDITIONS

*The information in this section does not need to be returned with the vendor's proposal. However, if vendors have any exceptions and/or assumptions to any of the terms and conditions in this section, they MUST identify in detail their exceptions and/or assumptions on **Attachment B, Technical Proposal Certification of Compliance**. In order for any exceptions and/or assumptions to be considered they MUST be documented in **Attachment B**. The State will not accept additional exceptions and/or assumptions if submitted after the proposal submission deadline.*

### 13.2.1 Background Checks

- 13.2.1.1 All contractor personnel assigned to the contract must have a background check from the Federal Bureau of Investigation pursuant to NRS 239B.010. All fingerprints must be forwarded to the Central Repository for Nevada Records of Criminal History for submission to the Federal Bureau of Investigation.

- 13.2.1.2 Any employee of the selected vendor, who will require any type of system access, must have a State Background Check (as identified in *Section 13.2.1.4 "A"* below) before system access will be granted. The vendor or its employees may be denied access to the premises if they have not been security cleared.
- 13.2.1.3 All costs associated with this will be at the contractor's expense.
- 13.2.1.4 The contractor shall provide to the Enterprise Information Technology Services (EITS) Division, Office of Information Security (OIS) the following documents:
- A. A State or Personal Background Check for the state the individual claims as their permanent residency. The contractor can use the following site which has immediate results: <http://www.integrascan.com>. Once the contractor has a copy of their personal background check from their state of record, they will forward those results to the designated State representative who will then forward it to EITS OIS in order to obtain approval for interim system access;
  - B. A Civil Applicant Waiver Form, signed by the contractor(s); and
  - C. A Prior Arrests and Criminal Conviction Disclosure Form, signed by the contractor(s).
- 13.2.1.5 If out-of-state, contractor must provide two (2) completed fingerprint cards from a local sheriff's office (or other law enforcement agency).
- 13.2.1.6 In lieu of the out-of-state fingerprint cards, contractors can perform LiveScan fingerprinting at the Nevada Department of Public Safety.
- 13.2.1.7 Contractor must provide a money order or cashier's check made payable to the Records and Technology Division in the amount of \$37.50 or current rate at time of submission.
- 13.2.1.8 In lieu of the above background check and subject to acceptance by the Chief Information Security Officer, contractor may submit a current active federal authority security clearance (FBI, DoD, NSA).
- 13.2.1.9 Contractor(s) may not begin work until such time as they have been cleared by the EITS's Office of Information Security.
- 13.2.1.10 Positive findings from a background check are reviewed by the State Chief Information Security Officer and may result in the removal of vendor staff from the project.
- 13.2.2 Performance of vendors will be rated semi-annually following contract award and then annually for the term of the contract by the using State agency in six (6) categories: customer service, timeliness, quality, technology, flexibility, and pricing. Vendors will be notified in writing of their rating.

- 13.2.3 The awarded vendor will be the sole point of contract responsibility. The State will look solely to the awarded vendor for the performance of all contractual obligations which may result from an award based on this RFP, and the awarded vendor shall not be relieved for the non-performance of any or all subcontractors.
- 13.2.4 The awarded vendor must maintain, for the duration of its contract, insurance coverages as set forth in the Insurance Schedule of the contract form appended to this RFP. Work on the contract shall not begin until after the awarded vendor has submitted acceptable evidence of the required insurance coverages. Failure to maintain any required insurance coverage or acceptable alternative method of insurance will be deemed a breach of contract.
- 13.2.5 The State will not be liable for Federal, State, or Local excise taxes per NRS 372.325.
- 13.2.6 **Attachment B and Attachment L** of this RFP shall constitute an agreement to *all* terms and conditions specified in the RFP, except such terms and conditions that the vendor expressly excludes. Exceptions and assumptions will be taken into consideration as part of the evaluation process; however, vendors *must* be specific. If vendors do not specify any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.
- 13.2.7 The State reserves the right to negotiate final contract terms with any vendor selected per NAC 333.170. The contract between the parties will consist of the RFP together with any modifications thereto, and the awarded vendor's proposal, together with any modifications and clarifications thereto that are submitted at the request of the State during the evaluation and negotiation process. In the event of any conflict or contradiction between or among these documents, the documents shall control in the following order of precedence: the final executed contract, any modifications and clarifications to the awarded vendor's proposal, the RFP, and the awarded vendor's proposal. Specific exceptions to this general rule may be noted in the final executed contract.
- 13.2.8 Local governments (as defined in NRS 332.015) are intended third party beneficiaries of any contract resulting from this RFP and any local government may join or use any contract resulting from this RFP subject to all terms and conditions thereof pursuant to NRS 332.195. The State is not liable for the obligations of any local government which joins or uses any contract resulting from this RFP.
- 13.2.9 Any person who requests or receives a Federal contract, grant, loan or cooperative agreement shall file with the using agency a certification that the person making the declaration has not made, and will not make, any payment prohibited by subsection (a) of 31 U.S.C. 1352.
- 13.2.10 Pursuant to NRS Chapter 613 in connection with the performance of work under this contract, the contractor agrees not to unlawfully discriminate against any employee or applicant for employment because of race, creed, color, national origin, sex, sexual orientation or age, including, without limitation, with regard to

employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including, without limitation apprenticeship.

The contractor further agrees to insert this provision in all subcontracts, hereunder, except subcontracts for standard commercial supplies or raw materials.

### 13.3 PROJECT TERMS AND CONDITIONS

*The information in this section does not need to be returned with the vendor's proposal.* However, if vendors have any exceptions and/or assumptions to any of the terms and conditions in this section, they **MUST** identify in detail their exceptions and/or assumptions on **Attachment B, Technical Proposal Certification of Compliance**. In order for any exceptions and/or assumptions to be considered they **MUST** be documented in **Attachment B**. The State will not accept additional exceptions and/or assumptions if submitted after the proposal submission deadline.

#### 13.3.1 Award of Related Contracts

13.3.1.1 The State may undertake or award supplemental contracts for work related to this project or any portion thereof. The contractor shall be bound to cooperate fully with such other contractors and the State in all cases.

13.3.1.2 All subcontractors shall be required to abide by this provision as a condition of the contract between the subcontractor and the prime contractor.

#### 13.3.2 Products and/or Alternatives

13.3.2.1 The vendor shall not propose an alternative that would require the State to acquire hardware or software or change processes in order to function properly on the vendor's system unless vendor included a clear description of such proposed alternatives and clearly mark any descriptive material to show the proposed alternative.

13.3.2.2 An acceptable alternative is one the State considers satisfactory in meeting the requirements of this RFP.

13.3.2.3 The State, at its sole discretion, will determine if the proposed alternative meets the intent of the original RFP requirement.

#### 13.3.3 State Owned Property

The awarded vendor shall be responsible for the proper custody and care of any State owned property furnished by the State for use in connection with the performance of the contract and will reimburse the State for any loss or damage.

#### 13.3.4 Contractor Space



- 13.3.4.1 The contractor will be required to have its project management located in Carson City for the duration of the project.
- 13.3.4.2 All communication line costs, contractor computers, workstations, workstation hardware and software and contractor facilities will be the responsibility of the contractor.
- 13.3.4.3 The contractor must comply with the State standards for hardware, software and communication lines.
- 13.3.4.4 Contractors must coordinate installation of communication lines with EITS Data Communications.
- 13.3.4.5 The contractor must, at its own expense and through its own channels, provide its own basic office supplies, clerical support, facsimile machine, furniture, photocopying, phone service and any other necessary equipment and/or resources for its operations.
- 13.3.4.6 The State will provide space for two (2) contractor personnel. If additional space is required, the space selected by the contractor must be mutually agreed upon by the State.
- 13.3.4.7 The State guarantees the contractor access to the job site premises, when appropriate, during reasonable hours and without undue hindrance and/or interference in performing work required under the contract.

### 13.3.5 Inspection/Acceptance of Work

- 13.3.5.1 It is expressly understood and agreed all work done by the contractor shall be subject to inspection and acceptance by the State.
- 13.3.5.2 Any progress inspections and approval by the State of any item of work shall not forfeit the right of the State to require the correction of any faulty workmanship or material at any time during the course of the work and warranty period thereafter, although previously approved by oversight.
- 13.3.5.3 Nothing contained herein shall relieve the contractor of the responsibility for proper installation and maintenance of the work, materials and equipment required under the terms of the contract until all work has been completed and accepted by the State.

### 13.3.6 Completion of Work

Prior to completion of all work, the contractor shall remove from the premises all equipment and materials belonging to the contractor. Upon completion of the work, the contractor shall leave the site in a clean and neat condition satisfactory to the State.

### 13.3.7 Periodic Project Reviews

- 13.3.7.1 On a periodic basis, the State reserves the right to review the approved project plan and associated deliverables to assess the direction of the project and determine if changes are required.
- 13.3.7.2 Changes to the approved project plan and/or associated deliverables may result in a contract amendment.
- 13.3.7.3 In the event changes do not include cost, scope or significant schedule modifications, mutually agreed to changes may be documented in memo form and signed by all parties to the contract.

### 13.3.8 Change Management

- 13.3.8.1 Should requirements be identified during system validation, development and/or implementation that change the required work to complete the project and upon receipt of a change order request by the contractor, a written, detailed proposal must be submitted as outlined in *Section 13.3.8.2*.
- 13.3.8.2 Within 15 working days of receipt of a requested change order, the contractor must submit an amended project plan to include:
  - A. The scope of work;
  - B. Impacts to the schedule for remaining work for implementing the identified change;
  - C. Impacts of not approving the change;
  - D. Estimated cost of change;
  - E. Alternative analysis of all identified solutions to include, but not limited to:
    - 1. A system impact report;
    - 2. Resource requirements for both the State and the contractor;
    - 3. A work plan;
    - 4. Estimated hours to complete the work;
    - 5. The estimated cost of each solution; and
    - 6. A plan for testing the change.

13.3.8.3 The amended project plan will be prepared at no cost to the State and must detail all impacts to the project. The contractor must present the project plan to the Project Governance Working Group prior to final acceptance and approval.

13.3.8.4 The Project Governance Working Group will either accept the proposal or withdraw the request within 15 working days after receiving the proposal.

### 13.3.9 Issue Resolution

During the term of the contract, issue resolution will be a critical component. The following process will be adhered to for all issues.

#### 13.3.9.1 Presentation of Issues

- A. Issues must be presented in writing to the designated Project Manager for each party.
- B. A uniform issues processing form will be developed by the State to record all issues, responses, tracking and dispositions.
- C. A project issues log will be kept by the State.
- D. Issues raised by either party must be accepted, rejected and/or responded to in writing within three (3) working days of presentation or by a mutually agreed upon due date.
- E. Failure to accept, reject and/or respond within the specified time frame will result in deeming the issue presented as accepted and the party presenting the issue may proceed to act as if the issue were actually accepted.

#### 13.3.9.2 Escalation Process

- A. If no resolution is obtainable by the respective Project Managers, the issue will be escalated to the:
  - 1. Project Governance Working Group or designee; and
  - 2. Designated representative for the contractor.
- B. A meeting between the parties will take place within three (3) working days or a mutually agreed upon time frame.
- C. Final resolution of issues will be provided in writing within two (2) working days of the meeting or a mutually agreed upon time frame.

- D. All parties agree to exercise good faith in dispute/issue resolution.
- E. If no resolution is obtainable after the above review, the issue will be escalated to the Project Governance Working Group of the participating agencies and the designated representative for the contractor.
- F. A meeting between the parties will take place within three (3) working days of the meeting or a mutually agreed upon time frame.
- G. Final resolution of issues will be provided in writing within two (2) working days of the meeting or a mutually agreed upon time frame.

#### 13.3.9.3 Proceed with Duties

The State and the contractor agree that during the time the parties are attempting to resolve any dispute in accordance with the provisions of the contract, all parties to the contract shall diligently perform their duties thereunder.

#### 13.3.9.4 Schedule, Cost and/or Scope Changes

If any issue resolution results in schedule, cost and/or scope changes, a State BOE contract amendment will be required.

#### 13.3.10 Travel Requirements

A minimum of 25% of design, development, and testing activities will occur in Carson City, and/or Reno (except those activities mutually agreed to be performed at the contractor's facility). Contractor personnel is required to be onsite 25% of the project time.

#### 13.3.11 Source Code Ownership

13.3.11.1 The contractor agrees that in addition to all other rights set forth in this section the State shall have a nonexclusive, royalty-free and irrevocable license to reproduce or otherwise use and authorize others to use all software, procedures, files and other documentation comprising the NV 2012 SLDS Project at any time during the period of the contract and thereafter.

13.3.11.2 The contractor agrees to deliver such material to the State within 20 business days from receipt of the request by the State. Such request may be made by the State at any time prior to the expiration of the contract.

13.3.11.3 The license shall include, but not be limited to:

- A. All NV 2012 SLDS Project and supporting programs in the most current version;
  - B. All scripts, programs, matching engine, reporting engine, database, transaction management or database synchronization software and other system instructions for operating the system in the most current version;
  - C. All data files in the most current version;
  - D. User and operational manuals and other documentation;
  - E. System and program documentation describing the most current version of the system, including the most current versions of source and object code;
  - F. Training programs for the State and other designated State staff, their agents, or designated representatives, in the operating and maintenance of the system;
  - G. Any and all performance-enhancing operational plans and products, exclusive of equipment; and
  - H. All specialized or specially modified operating system software and specially developed programs, including utilities, software and documentation used in the operation of the system.
- 13.3.11.4 All computer source and executable programs, including development utilities, and all documentation of the installed system enhancements and improvements shall become the exclusive property of the State and may not be copied or removed by the contractor or any employee of the contractor without the express written permission of the State.
- 13.3.11.5 Proprietary software proposed for use as an enhancement or within a functional area of the system may require the contractor to give, or otherwise cause to be given, to the State an irrevocable right to use the software as part of the system into perpetuity.
- 13.3.11.6 Exemptions may be granted if the proprietary product is proposed with this right in place and is defined with sufficient specificity in the proposal that the State can determine whether to fully accept it as the desired solution.
- 13.3.11.7 The contractor shall be required to provide sufficient information regarding the objectives and specifications of any proprietary software to allow its functions to be duplicated by other commercial or public domain products.

- 13.3.11.8 The software products (i.e., search engine) must be pre-approved by the State. The State reserves the right to select such products.
- 13.3.11.9 Ongoing upgrades of the application software must be provided through the end of the contract.
- 13.3.11.10 Any other specialized software not covered under a public domain license to be integrated into the system must be identified as to its commercial source and the cost must be identified in **Attachment K - Project Costs**.
- 13.3.11.11 The State may, at is option, purchase commercially available software components itself.
- 13.3.11.12 Title to all portions of the system must be transferred to the State including portions (e.g., documentation) as they are created, changed and/or modified.
- 13.3.11.13 The contractor must convey to the State, upon request and without limitation, copies of all interim work products, system documentation, operating instructions, procedures, data processing source code and executable programs that are part of the system, whether they are developed by the employees of the contractor or any subcontractor as part of this contract or transferred from another public domain system or contract.
- 13.3.11.14 The provision of **Section 13.3.11 Source Code Ownership** must be incorporated into any subcontract that relates to the development, operation or maintenance of any component part of the system.

#### 13.3.12 Escrow Account

- 13.3.12.1 The State may require contractor to establish an escrow account. The escrow agent chosen for this transaction must be acceptable to the State.
- 13.3.12.2 If required, the escrow account must contain the following items:
  - A. Two copies of the source code (preferably commented code) including all listing of the lines of programming and any custom developed code for the system for each version of the software on virus-free magnetic media, compiled and ready to be read by a computer;
  - B. A complete copy of the executable code including table structures, data structures, system tables and data;
  - C. A golden master of the software.
  - D. Build scripts;

- E. Any configuration files separate from the build scripts;
- F. Object libraries;
- G. Application Program Interfaces (APIs);
- H. Compilation instructions in written format or recorded on video format;
- I. Complete documentation on all aspects of the system including design documentation, technical documentation and user documentation; and
- J. Names and addresses of key technical employees that a licensee may hire as a subcontractor in the event the contractor ceases to exist.

13.3.12.3 The escrow deposit materials must be shipped to the escrow agent via a traceable courier or electronically. Upon receipt of the materials, the escrow agent must verify that the contents of the deposit are in good working order and certify the same to the State.

13.3.12.4 The escrow agency must store the materials in a media vault with climate control and a gas-based fire extinguishing system.

13.3.12.5 Each time the contractor makes a new release or updated version of the software available to customers, that version as described in **Section 13.3.12.2** must be deposited with the escrow agent and proof of the deposit must be forwarded to the State.

13.3.12.6 In the event that contractor becomes insolvent, subject to receivership, or becomes voluntarily or involuntarily subject to the jurisdiction of the bankruptcy court, or if the contractor fails to provide maintenance and/or support for the product as outlined in the contract, or the contractor discontinues the product, the State will be entitled to access the software source code and related items for use in maintaining the system either by its own staff or by a third party.

Any costs associated with an escrow account must be included in **Attachment K, Project Costs**.

### 13.3.13 Ownership of Information and Data

13.3.13.1 The State shall have unlimited rights to use, disclose or duplicate, for any purpose whatsoever, all information and data developed, derived, documented, installed, improved or furnished by the contractor under this contract.

13.3.13.2 All files containing any State information are the sole and exclusive property of the State. The contractor agrees not to use information obtained for any purposes not directly related to this contract without prior written permission from the State.

13.3.13.3 Contractor agrees to abide by all federal and State confidentiality requirements including, without limitation, providing at Contractor's expense all notices or other corrective or mitigating measures required by law in the event of a breach of the security of the data for which Contractor is responsible.

#### 13.3.14 Guaranteed Access to Software

13.3.14.1 The State shall have full and complete access to all source code, documentation, utilities, software tools and other similar items used to develop/install the proposed NV 2012 SLDS Project or may be useful in maintaining or enhancing the equipment and NV 2012 SLDS Project after it is operating in a production environment.

13.3.14.2 For any of the above-mentioned items not turned over to the State upon completion of the installation, the contractor must provide a guarantee to the State of uninterrupted future access to, and license to use, those items. The guarantee must be binding on all agents, successors and assignees of the contractor and subcontractor.

13.3.14.3 The State reserves the right to consult legal counsel as to the sufficiency of the licensing agreement and guarantee of access offered by the contractor.

#### 13.3.15 Patent or Copyright Infringement

To the extent of any limited liability expressed in the contract, the contractor agrees to indemnify, defend and hold harmless, not excluding the State's right to participate, the State from any and all claims, actions, damages, liabilities, costs and expenses, including reasonable attorney's fees and expenses, arising out of any claims of infringement by the contractor of any United State Patent or trade secret, or any copyright, trademark, service mark, trade name or similar proprietary rights conferred by common law or by any law of the United States or any state said to have occurred because of systems provided or work performed by the contractor, and, the contractor shall do what is necessary to render the subject matter non-infringing in order that the State may continue its use without interruption or otherwise reimburse all consideration paid by the State to the contractor.

#### 13.3.16 Contract Restriction

Pursuant to NAC 333.180, if the Division or using agency undertakes a project that requires (A) more than one request for proposals or invitation for bids; and (B) an initial contract for the design of the project, the person who is awarded the initial contract for the design of the project, or any associated subcontractor, may



not make a proposal, assist another person in making a proposal, or otherwise materially participate in any subsequent contract related to that project, unless his participation in the subsequent contract is within the scope of the initial contract.

#### 13.3.17 Period of Performance

The contract will be effective upon approval by the BOE and through the period of time the system is installed, operational and fully accepted by the State, including the maintenance and warranty period and delivery and acceptance of all project documentation and other associated material.

#### 13.3.18 Right to Publish

13.3.18.1 All requests for the publication or release of any information pertaining to this RFP and any subsequent contract must be in writing and sent to the State Project Office.

13.3.18.2 No announcement concerning the award of a contract as a result of this RFP can be made without prior written approval of the Superintendent of Public Instruction, NDE or designee.

13.3.18.3 As a result of the selection of the contractor to supply the requested services, the State is neither endorsing nor suggesting the contractor is the best or only solution.

13.3.18.4 The contractor shall not use, in its external advertising, marketing programs, or other promotional efforts, any data, pictures or other representation of any State facility, except with the specific advance written authorization of the Superintendent of Public Instruction, NDE or designee.

13.3.18.5 Throughout the term of the contract, the contractor must secure the written approval of the State per **Section 13.3.18.2** prior to the release of any information pertaining to work or activities covered by the contract.

#### 13.3.19 Key Personnel

13.3.19.1 Key personnel will be incorporated into the contract. The State has identified the following positions as key personnel. **Refer to Section 6.5 – Vendor Staff Skills and Experience Required** for the qualifications for each of the positions identified below.

- A. Project Manager;
- B. Lead System Architect;
- C. Domain Lead;
- D. Technical Lead;

- E. Lead Data Architect;
- F. Implementation Lead; and
- G. Test Manager.
- H. A representative of the contractor authorized to bind the company will notify the State in writing of the change in key personnel.
- I. The State may accept the change of the key personnel by notifying the contractor in writing.
- J. The signed acceptance will be considered to be an update to the key personnel and will not require a contract amendment. A copy of the acceptance must be kept in the official contract file.
- K. Replacements to key personnel are bound by all terms and conditions of the contract and any subsequent issue resolutions and other project documentation agreed to by the previous personnel.
- L. If key personnel are replaced, someone with comparable skill and experience level must replace them.
- M. At any time that the contractor provides notice of the permanent removal or resignation of any of the management, supervisory or other key professional personnel and prior to the permanent assignment of replacement staff to the contract, the contractor shall provide a resume and references for a minimum of two (2) individuals qualified for and proposed to replace any vacancies in key personnel, supervisory or management position.
- N. Upon request, the proposed individuals will be made available within five (5) calendar days of such notice for an in-person interview with State staff at no cost to the State.
- O. The State will have the right to accept, reject or request additional candidates within five (5) calendar days of receipt of resumes or interviews with the proposed individuals, whichever comes later.
- P. A written transition plan must be provided to the State prior to approval of any change in key personnel.
- Q. The State reserves the right to have any contract or management staff replaced at the sole discretion and as deemed necessary by the State.

### 13.3.20 Authorization to Work

Contractor is responsible for ensuring that all employees and/or subcontractors are authorized to work in the United States.

### 13.3.21 System Compliance Warranty

Licensor represents and warrants: (a) that each Product shall be Date Compliant; shall be designed to be used prior to, during, and after the calendar year 2000 A.D.; will operate consistently, predictably and accurately, without interruption or manual intervention, and in accordance with all requirements of this Agreement, including without limitation the Applicable Specifications and the Documentation, during each such time period, and the transitions between them, in relation to dates it encounters or processes; (b) that all date recognition and processing by each Product will include the Four Digit Year Format and will correctly recognize and process the date of February 29, and any related data, during Leap Years; and (c) that all date sorting by each Product that includes a "year category" shall be done based on the Four Digit Year Format.

#### 14. SUBMISSION CHECKLIST

This checklist is provided for vendor’s convenience only and identifies documents that must be submitted with each package in order to be considered responsive. Any proposals received without these requisite documents may be deemed non-responsive and not considered for contract award.

<b>Part I A– Technical Proposal Submission Requirements</b>		<b>Completed</b>
Required number of Technical Proposals per submission requirements		
Tab I	Title Page	
Tab II	Table of Contents	
Tab III	Vendor Information Sheet	
Tab IV	State Documents	
Tab V	Attachment B – Technical Proposal Certification of Compliance with Terms and Conditions of RFP	
Tab VI	Section 4 – System Requirements	
Tab VII	Section 5 – Scope of Work	
Tab VIII	Section 6 – Company Background and References	
Tab IX	Attachment I – Proposed Staff Resume(s)	
Tab X	Preliminary Project Plan	
Tab XI	Requirements Matrix	
Tab XII	Other Information Material	
<b>Part I B – Confidential Technical Proposal Submission Requirements</b>		
Required number of Confidential Technical Proposals per submission requirements		
Tab I	Title Page	
Tabs	Appropriate tabs and information that cross reference back to the technical proposal	
<b>Part II – Cost Proposal Submission Requirements</b>		
Required number of Cost Proposals per submission requirements		
Tab I	Title Page	
Tab II	Cost Proposal	
Tab III	Attachment L - Cost Proposal Certification of Compliance with Terms and Conditions of RFP	
<b>Part III – Confidential Financial Information Submission Requirements</b>		
Required number of Confidential Financial Proposals per submission requirements		
Tab I	Title Page	
Tab II	Financial Information and Documentation	
<b>CDs Required</b>		
One (1)	Master CD with the technical and cost proposal contents only	
One (1)	Public Records CD with the technical and cost proposal contents only	
<b>Reference Questionnaire Reminders</b>		
Send out Reference Forms for Vendor (with Part A completed)		
Send out Reference Forms for proposed Subcontractors (with Part A and Part B completed, if applicable)		

**ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION**

Submitted proposals, which are marked “confidential” in their entirety, or those in which a significant portion of the submitted proposal is marked “confidential” **will not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a “trade secret” as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors’ technical and cost proposals become public information.

In accordance with the Submittal Instructions of this RFP, vendors are requested to submit confidential information in separate binders marked “**Part I B Confidential Technical**” and “**Part III Confidential Financial**”.

The State will not be responsible for any information contained within the proposal. Should vendors not comply with the labeling and packing requirements, proposals will be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that will be in an open meeting format, the proposals will remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act will constitute a complete waiver and all submitted information will become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information as defined in *Section 2 “ACRONYMS/DEFINITIONS.”*

*Please initial the appropriate response in the boxes below and provide the justification for confidential status.*

<b>Part I B – Confidential Technical Information</b>			
YES		NO	
<b>Justification for Confidential Status</b>			

<b>A Public Records CD has been included for the Technical and Cost Proposal</b>			
YES		NO	

<b>Part III – Confidential Financial Information</b>			
YES		NO	
<b>Justification for Confidential Status</b>			

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

**This document must be submitted in Tab IV of vendor’s technical proposal**

**ATTACHMENT B – TECHNICAL PROPOSAL CERTIFICATION OF COMPLIANCE  
WITH TERMS AND CONDITIONS OF RFP**

I have read, understand and agree to comply with *all* the terms and conditions specified in this Request for Proposal.

YES \_\_\_\_\_ I agree to comply with the terms and conditions specified in this RFP.

NO \_\_\_\_\_ I do not agree to comply with the terms and conditions specified in this RFP.

If the exception and/or assumption require a change in the terms in any section of the RFP, the contract, or any incorporated documents, vendors *must* provide the specific language that is being proposed in the tables below. If vendors do not specify in detail any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

*Vendors MUST use the following format.* Attach additional sheets if necessary.

**EXCEPTION SUMMARY FORM**

<b>EXCEPTION #</b>	<b>RFP SECTION NUMBER</b>	<b>RFP PAGE NUMBER</b>	<b>EXCEPTION (Complete detail regarding exceptions must be identified)</b>

**ASSUMPTION SUMMARY FORM**

<b>ASSUMPTION #</b>	<b>RFP SECTION NUMBER</b>	<b>RFP PAGE NUMBER</b>	<b>ASSUMPTION (Complete detail regarding assumptions must be identified)</b>

This document must be submitted in Tab V of vendor’s technical proposal

## ATTACHMENT C – VENDOR CERTIFICATIONS

Vendor agrees and will comply with the following:

- (1) Any and all prices that may be charged under the terms of the contract do not and will not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.
- (2) All proposed capabilities can be demonstrated by the vendor.
- (3) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.
- (4) All proposal terms, including prices, will remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, will remain in effect throughout the contract negotiation process.
- (5) No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.
- (6) All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion must be in writing and included in the proposal at the time of submission.
- (7) Each vendor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of a vendor's proposal. An award will not be made where a conflict of interest exists. The State will determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.
- (8) All employees assigned to the project are authorized to work in this country.
- (9) The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.
- (10) The company has a written policy regarding compliance for maintaining a drug-free workplace.
- (11) Vendor understands and acknowledges that the representations within their proposal are material and important, and will be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.
- (12) Vendor must certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.
- (13) The proposal must be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

---

Vendor Company Name

---

Vendor Signature

---

Print Name

---

Date

**This document must be submitted in Tab IV of vendor's technical proposal**

## ATTACHMENT D – CONTRACT FORM

The following State Contract Form is provided as a courtesy to vendors interested in responding to this RFP. Please review the terms and conditions in this form, as this is the standard contract used by the State for all services of independent contractors. It is not necessary for vendors to complete the Contract Form with their proposal.

If exceptions and/or assumptions require a change to the Contract Form, vendors *must* provide the specific language that is being proposed on *Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP*.

Please pay particular attention to the insurance requirements, as specified in *Paragraph 16 of the embedded contract and Attachment E, Insurance Schedule for RFP 2064*.



Contract Form.doc

*To open the document, double click on the icon.*

*If you are unable to access the above inserted file once you have doubled clicked on the icon, please contact Nevada State Purchasing at [srvpurch@admin.nv.gov](mailto:srvpurch@admin.nv.gov) for an emailed copy.*



## ATTACHMENT E – INSURANCE SCHEDULE FOR RFP 2064

The following Insurance Schedule is provided as a courtesy to vendors interested in responding to this RFP. Please review the terms and conditions in the Insurance Schedule, as this is the standard insurance schedule used by the State for all services of independent contractors.

If exceptions and/or assumptions require a change to the Insurance Schedule, vendors **must** provide the specific language that is being proposed on ***Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP.***



Insurance  
Schedule.docx

*To open the document, double click on the icon.*

*If you are unable to access the above inserted file  
once you have doubled clicked on the icon,  
please contact Nevada State Purchasing at  
[srvpurch@admin.nv.gov](mailto:srvpurch@admin.nv.gov) for an emailed copy.*

## ATTACHMENT F – REFERENCE QUESTIONNAIRE

The State of Nevada, as a part of the RFP process, requires proposing vendors to submit business references as required within this document. The purpose of these references is to document the experience relevant to the scope of work and provide assistance in the evaluation process.

<b>INSTRUCTIONS TO PROPOSING VENDOR</b>	
1.	Proposing vendor or vendor's proposed subcontractor <b>MUST</b> complete Part A and/or Part B of the Reference Questionnaire.
2.	Proposing vendor <b>MUST</b> send the following Reference Questionnaire to <b>EACH</b> business reference listed for completion of Part D, Part E and Part F.
3.	<p>Business reference is requested to submit the completed Reference Questionnaire via email or facsimile to:</p> <p style="margin-left: 40px;">State of Nevada, Purchasing Division            Subject:     <b>RFP 2064</b>            Attention:   <b>Keli Hardcastle</b>            Email:        <a href="mailto:rfpdocs@admin.nv.gov">rfpdocs@admin.nv.gov</a>            Fax:           775-684-0188</p> <p>Please reference the RFP number in the subject line of the email or on the fax.</p>
4.	The completed Reference Questionnaire <b>MUST</b> be received <i><b>no later than 4:30 PM PT January 23, 2014</b></i>
5.	Business references are <b>NOT</b> to return the Reference Questionnaire to the Proposer (Vendor).
6.	In addition to the Reference Questionnaire, the State may contact any and all business references by phone for further clarification, if necessary.
7.	Questions regarding the Reference Questionnaire or process should be directed to the individual identified on the RFP cover page.
8.	Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.



IT Reference  
Questionnaire

*To open the document, double click on the icon.*

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## ATTACHMENT G – PROJECT DELIVERABLE SIGN-OFF FORM

Deliverables submitted to the State for review per the approved contract deliverable payment schedule must be accompanied by a deliverable sign-off form with the appropriate sections completed by the contractor.

Please refer to *Section 5.6, Deliverable Submission and Review Process*, for a discussion regarding the use of this form.



Sample Project  
Deliverable Sign Off F

*To open the document, double click on the icon.*

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please contact Nevada State Purchasing at  
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## ATTACHMENT H – STATEMENT OF UNDERSTANDING

Upon approval of the contract and prior to the start of work, each of the staff assigned by the contractor and/or subcontractor to this project will be required to sign a non-disclosure Statement of Understanding.

All non-disclosure agreements shall be enforced and remain in force throughout the term of the contract and any contract extensions.



Statement of  
Understanding.doc

*To open the document, double click on the icon.*

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please contact Nevada State Purchasing at  
[srypurch@admin.nv.gov](mailto:srypurch@admin.nv.gov) for an emailed copy.*

## ATTACHMENT I – PROPOSED STAFF RESUME

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff using the State format.



Proposed Staff  
Resume.doc

*To open the document, double click on the icon.*

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please contact Nevada State Purchasing at  
[srvpurch@admin.nv.gov](mailto:srvpurch@admin.nv.gov) for an emailed copy.*

## ATTACHMENT J – STATE OF NEVADA REGISTRATION SUBSTITUTE IRS FORM W-9

The completed form must be included in *Tab II, Financial Information and Documentation* of the *Part III – Confidential Financial Information* proposal submittal.



KTLVEN-05  
Registration.doc

*To open the document, double click on the icon.*

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please contact Nevada State Purchasing at  
[srypurch@admin.nv.gov](mailto:srypurch@admin.nv.gov) for an emailed copy.*

## ATTACHMENT K – PROJECT COSTS

The cost for each task/deliverable must be complete and include all expenses, including travel, per diem and out-of-pocket expenses as well as administrative and/or overhead expenses. Detailed backup must be provided for all cost schedules completed.



Cost Schedule

*To open the document, double click on the icon.*

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once you have doubled clicked on the icon,  
please contact Nevada State Purchasing at  
[srypurch@admin.nv.gov](mailto:srypurch@admin.nv.gov) for an emailed copy.*

**ATTACHMENT L – COST PROPOSAL CERTIFICATION OF COMPLIANCE  
WITH TERMS AND CONDITIONS OF RFP**

I have read, understand and agree to comply with *all* the terms and conditions specified in this Request for Proposal.

YES \_\_\_\_\_ I agree to comply with the terms and conditions specified in this RFP.

NO \_\_\_\_\_ I do not agree to comply with the terms and conditions specified in this RFP.

If the exception and/or assumption require a change in the terms in any section of the RFP, the contract, or any incorporated documents, vendors *must* provide the specific language that is being proposed in the tables below. If vendors do not specify in detail any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

*Note: Only cost exceptions and/or assumptions should be identified on this attachment. Do not restate the technical exceptions and/or assumptions on this attachment.*

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

**Vendors MUST use the following format.** Attach additional sheets if necessary.

**EXCEPTION SUMMARY FORM**

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)

**ASSUMPTION SUMMARY FORM**

ASSUMPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	ASSUMPTION (Complete detail regarding assumptions must be identified)

**This document must be submitted in Tab III of vendor’s cost proposal.  
This form MUST NOT be included in the technical proposal.**



**ATTACHMENT M – CERTIFICATION REGARDING LOBBYING**

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and contracts under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

By: \_\_\_\_\_  
Signature of Official Authorized to Sign Application Date

For: \_\_\_\_\_  
Vendor Name

\_\_\_\_\_  
Project Title

**This document must be submitted in Tab IV of vendor’s technical proposal**

## ATTACHMENT N – FEDERAL LAWS AND AUTHORITIES

*The information in this section does not need to be returned with the vendor's proposal.* Following is a list of Federal Laws and Authorities with which the awarded vendor will be required to comply.

### **ENVIRONMENTAL:**

1. Archeological and Historic Preservation Act of 1974, PL 93-291
2. Clean Air Act, 42 U.S.C. 7506(c)
3. Endangered Species Act 16 U.S.C. 1531, ET seq.
4. Executive Order 11593, Protection and Enhancement of the Cultural Environment.
5. Executive Order 11988, Floodplain Management
6. Executive Order 11990, Protection of Wetlands
7. Farmland Protection Policy Act, 7 U.S.C. 4201 ET seq.
8. Fish and Wildlife Coordination Act, PL 85-624, as amended
9. National Historic Preservation Act of 1966, PL 89-665, as amended
10. Safe Drinking Water Act, Section 1424(e), PL 92-523, as amended

### **ECONOMIC:**

1. Demonstration Cities and Metropolitan Development Act of 1966, PL 89-754, as amended
2. Section 306 of the Clean Air Act and Section 508 of the Clean Water Act, including Executive Order 11738, Administration of the Clean Air Act and the Federal Water Pollution Control Act with Respect to Federal Contracts, Grants or Loans

### **SOCIAL LEGISLATION**

1. Age Discrimination Act, PL 94-135
2. Civil Rights Act of 1964, PL 88-352
3. Section 13 of PL 92-500; Prohibition against sex discrimination under the Federal Water Pollution Control Act
4. Executive Order 11246, Equal Employment Opportunity
5. Executive Orders 11625 and 12138, Women's and Minority Business Enterprise
6. Rehabilitation Act of 1973, PL 93, 112

### **MISCELLANEOUS AUTHORITY:**

1. Uniform Relocation and Real Property Acquisition Policies Act of 1970, PL 91-646
2. Executive Order 12549 – Debarment and Suspension

## ATTACHMENT O – REQUIREMENTS MATRIX



Requirements Matrix

*To open the document, double click on the icon.*

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