

Appendix I: Questions for RFQ Respondents

Respondents are required to respond to the questions in the following sections in the gray-shaded boxes below each question as a part of their response to the RFQ. This information will be used to evaluate the vendor's qualifications and capabilities to be able to respond to each of the six (6) service types described by the RFQ.

1. SERVICE 1: USER RESEARCH AND HUMAN-CENTERED DESIGN

1. Describe any quantitative or qualitative user research methods you have employed with previous clients in order to understand user goals, needs and behaviors.

2. Describe your experience defining user personas, journeys or other user scenarios.

3. Describe your experience developing and testing prototypes with end users.

4. Describe your approach to deploying adaptive design principles, to ensure intuitive, consistent user experiences across platforms, and that optimize work flows.

5. Describe your approach for accommodating the usability needs of users with disabilities.

2. SERVICE 2: AGILE APPLICATION DEVELOPMENT SERVICES

1. Describe your organization's previous experience in building a consumer portal to apply for social and/or health care benefits using enterprise agile methodologies.

2. Provide an overview of planning approach to defining the functionality via Product/Solution Increment planning.

3. Describe the proposed team structure, roles, and responsibilities.

4. What tools, frameworks and methodologies will be used to develop, implement and operate the deliverables of an agile project (both in local and distributed delivery situations)? Examples:

- a. Agile frameworks such as Scaled Agile Framework (SAFe) or Large-Scale Scrum (LeSS)
- b. Tools such as application lifecycle management (ALM), version control system (VCS), continuous integration and continuous deployment (CI/CD), testing, security, etc.
- c. Standardized implementation plans
- d. DevOps capabilities and ability to build tool chains

5. How many resources have external certification in agile techniques?

- a. Scrum?
- b. SAFe, LeSS?

6. Given the DHHS leadership concerns about the potential limitations of relying exclusively on the Multi-Experience Development Platforms (MXDP) for development of optimal user experiences, describe alternative approaches and frameworks that you have used to create responsive and optimal user interfaces for other clients, and how exactly you would be able to augment or replace the Microsoft MXDP to meet DHHS's user experience related expectations?

3. SERVICE 3: AGILE APPLICATION WARRANTY SERVICES

1. How will the maintenance work related to addressing defects be organized?

2. How will software quality and productivity be measured and improved?

3. How will warranty services be scheduled and staffed?

4. SERVICE 4: PLATFORM DEVELOPMENT AND ARCHITECTURE RUNWAY

1. How will the platform team define and prioritize the required cloud infrastructure build-out?

2. Describe your experience in setting up a hybrid private and public cloud environment in a secure, high performance and highly available fashion?

3. Describe your relevant experience in setting up Microsoft Azure Active Directory B2C, as well as connections with the on-premise, mixed identity and access management infrastructure, including MS Active Directory and IBM mainframe Resource Access Control Facility (RACF).

4. Describe the role of the enterprise and solution architect as a part of the platform development team and in support of product development teams.

5. Describe your experience in working with deploying hybrid integration platforms, including application programming interface (API) gateways and use of IBM Cloud Integration suite.

5. SERVICE 5: DEVOPS, CONTINUOUS INTEGRATION AND CONTINUOUS DEPLOYMENT SERVICES

1. Describe your experience implementing DevOps approaches, especially with public sector/government clients, to integrate and coordinate business, development, test and operations groups.

- [Redacted]
2. Describe how you have worked with previous clients to establish clear and simple goals for test automation, such as:
 - a. Reducing risk
 - b. Strengthening confidence in release candidates
 - c. Delivering working software iteratively and frequently
 - d. Releasing faster
 - e. Reducing time and effort on testing resources

- [Redacted]
3. Describe what test automation tools you have experience using when deploying solutions for clients.

- [Redacted]
4. Describe your experience with implementing configuration management and testing.

- [Redacted]
5. Describe your experience with defining test data variation and volume appropriate to the solutions you are developing and implementing.

- [Redacted]
6. Describe your experience with automating testing in environments that include older, legacy systems.

- [Redacted]
7. Describe your experience in defining the following roles in test automation:
 - a. Business subject matter experts to design business process or behavior-driven paradigms, such as code-free tools
 - b. Business analysts/testers focused on defining test plans, test flows and coverage
 - c. Test automation engineers building frameworks for test automation
 - d. Development testers who test in languages and integrated development environment (IDE) that the developers use

6. SERVICE 6: LEGACY MODERNIZATION AND MODULARIZATION SERVICES

1. Describe your experience with service enabling existing mainframe environments and migrating the mainframe code into modular, independent and loosely coupled services.

- [Redacted]
2. Describe your relevant experience in modernizing legacy mainframe applications using CA-Gen, AION and COBOL.

- [Redacted]
3. Describe any past experience in implementing representational state transfer (REST)-based API access to legacy back-end systems.

4.
 What kind of analysis and documentation tools do you use to understand the current legacy mainframe environment?

5.
 How will your development teams and architects decide the level of service granularity appropriate to achieve a flexible and responsive legacy environment (i.e., Mini vs. Microservices)?

7. CORPORATE OVERVIEW

1. VENDOR IDENTIFICATION AND INFORMATION

The vendor must provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the vendor is incorporated or otherwise organized to do business, year in which the vendor first organized to do business and whether the name and form of organization has changed since first organized.

2. FINANCIAL STATEMENTS

The vendor must provide financial statements applicable to the firm. If publicly held, the vendor must provide a copy of the corporation's most recent audited financial reports and statements, and the name, address, and telephone number of the fiscally responsible representative of the vendor's financial or banking organization.

If the vendor is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information, should be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm should provide a banking reference.

The vendor must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

The State may elect to use a third party to conduct credit checks as part of the corporate overview evaluation.

3. CHANGE OF OWNERSHIP

If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the vendor should describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded vendor(s) will require notification to the State.

4. OFFICE LOCATION

The vendor's office location responsible for performance pursuant to an award of a contract with the State of Nebraska should be identified.

5. RELATIONSHIPS WITH THE STATE

The vendor should describe any dealings with the State over the previous five (5) years. If the organization, its predecessor, or any Party named in the vendor's proposal response has contracted with the State, the vendor should identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

6. VENDOR'S EMPLOYEE RELATIONS TO STATE

If any Party named in the vendor's proposal response is or was an employee of the State within the past sixty (60) months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

If any employee of any agency of the State of Nebraska is employed by the vendor or is a Subcontractor to the vendor, as of the due date for proposal submission, identify all such persons by name, position held with the vendor, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the vendor may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.

7. RELATIONSHIPS WITH STATE CONTRACTOR

The State has contracted with Gartner, Inc. as a consultant for the iServe and IBEEEM projects. The vendor, its predecessor, or any Party named in the vendor's proposal response should describe any previous dealings with Gartner, Inc. within the past five (5) years. If no such previous dealings exist, so declare.

8. CONTRACT PERFORMANCE

If the vendor or any proposed Subcontractor has had a contract terminated for default during the past five (5) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the vendor's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the vendor or litigated and such litigation determined the vendor to be in default.

It is mandatory that the vendor submit full details of all termination for default experienced during the past five (5) years, including the other Party's name, address, and telephone number. The response to this section must present the vendor's position on the matter. The State will evaluate the facts and will score the vendor's proposal accordingly. If no such termination for default has been experienced by the vendor in the past five (5) years, so declare.

If at any time during the past five (5) years, the vendor has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason, identify each contract terminated and describe fully all circumstances surrounding such termination, including the name and address of the other contracting Party.

If the vendor is a covered entity under HIPAA, please provide the number of breach notifications you reported to OCR in the last 3 years. If the vendor is a business associate under HIPAA, please provide the number of security incidents which required notifications to OCR for any covered entities for which it is a business associate in the last 3 years.

For purposes of this section ("Contract Performance") only, the term "vendor" includes any parent company or holding company, as well as any other wholly-owned subsidiary of the contractor's parent company or holding company.

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9. SUMMARY OF VENDOR'S CORPORATE EXPERIENCE

The vendor should provide a summary matrix listing the vendor's previous projects similar to this RFQ in size, scope, and complexity. The State will use no more than three (3) narrative project descriptions submitted by the vendor during its evaluation of the proposal.

The vendor should address the following:

- a. Provide narrative descriptions to highlight the similarities between the vendor's experience and this RFQ. These descriptions should include:
 - i. The time period of the project;
 - ii. The scheduled and actual completion dates;
 - iii. The vendor's responsibilities;
 - iv. For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and
 - v. Each project description should identify whether the work was performed as the prime Contractor or as a Subcontractor. If a vendor performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget
- b. Vendor and Subcontractor(s) experience should be listed separately. Narrative descriptions submitted for Subcontractors should be specifically identified as Subcontractor projects.
- c. If the work was performed as a Subcontractor, the narrative description should identify the same information as requested for the Contractors above. In addition, Subcontractors should identify what share of contract costs, project responsibilities, and time period were performed as a Subcontractor.
- d. Vendor should demonstrate that it has at least two (2) years' experience working on agile project implementation which has been completed.
- e. Vendor should demonstrate that it has at least two (2) years' experience working on MS Azure Dynamics 365 and LogicApps technology projects which have been completed.

- f. Vendor should demonstrate that it has at least two (2) years' experience of previous agile efforts in the Public Sector which have been completed.
- g. Vendor should demonstrate that it has experience with projects, which have been completed, that enable and emphasize ease of maintenance and flexibility to respond to ongoing changes by adhering to principles of modularity, loose coupling, abstraction and reusability.
- h. Vendor should demonstrate that it has experience with projects, which have been completed, that evolve with changes in the information technology industry best practices and ensure that the solution will not encounter any architectural dead ends.
- i. Vendor should demonstrate that it has experience with projects, which have been completed, that take advantage of existing information technology investments and allow for integration with existing solutions.
- j. Vendor should demonstrate that it has experience with projects, which have been completed, that create intuitive, user friendly UI/UX design using best practices across industries and allow for future innovations.

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10. SUMMARY OF VENDOR'S PROPOSED PERSONNEL/MANAGEMENT APPROACH

The vendor should present a detailed description of its proposed approach to the management of the project.

The vendor should identify the specific professionals who will work on the State's project if their company is awarded an Agreement resulting from a Work Order. The names and titles of the team proposed for assignment to the State project should be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The primary work assigned to each person should also be identified.

The vendor should provide resumes for all personnel proposed by the vendor to work on the project. The State will consider the resumes as a key indicator of the vendor's understanding of the skill mixes required to carry out the requirements of the RFQ in addition to assessing the experience of specific individuals.

Resumes should not be longer than three (3) pages. Resumes should include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel shall only be implemented after written approval from the State.

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11. SUBCONTRACTORS

If the vendor intends to Subcontract any part of its performance hereunder, the vendor should provide:

- a. name, address, and telephone number of the Subcontractor(s);
- b. specific tasks for each Subcontractor(s);
- c. percentage of performance hours intended for each Subcontract; and

- d. total percentage of Subcontractor(s) performance hours.

12. REFERENCES

Provide the following information for three (3) professional references. References should not be DHHS or an employee of DHHS.

- a. Company Name;
- b. Contact Person Name and Title;
- c. Phone number; and
- d. Email address.

Vendors may submit a report issued by the Federal Government's Contractor Performance Assessment Reporting System (CPARS) in lieu of a single letter of recommendation.