SOLICITATION NUMBER: 106928 O3 – Work Order 3	RELEASE DATE: May 17, 2021
OPENING DATE AND TIME	PROCUREMENT CONTACT
June 2, 2021, 2:00 p.m. Central Time	Holly Glasgow and Jennifer Crouse

SCOPE OF SERVICE AND WORK ORDER RELEASE

I. PROCUREMENT PROCEDURE

A. GENERAL INFORMATION

The State of Nebraska, Department of Health and Human Services ("State" or DHHS), issued Request for Qualification (RFQ) Number 106928 O3 for the purpose of selecting Qualified Contractors into a vendor pool, in order to provide cloud-based, enterprise agile software development services, as well as legacy mainframe application modernization services, in support of DHHS's planned iServe Nebraska Portal.

This document presents a portion of the deliverables within a set of Work Orders being released related to RFQ Number 106928 O3 and the ultimate delivery of the iServe Nebraska Portal (MVP) in April of 2022.

This WO is specific to the delivery of a portal to allow citizens to apply for DHHS benefits. The portal will efficiently guide the user through the submission of information to support applying for one to many benefit programs as well as the automation of any resulting application's insert into the eligibility system for processing. It holds no guarantee for Bidder that DHHS will follow through with additional work orders for the realization of the product/solution.

Throughout this Work Order, the following definitions apply:

1. Bidder – a Qualified Contractor that is submitting a bid in response to this Work Order
2. Contractor – the Vendor that has been awarded this Work Order
3. Qualified Contractor – a Vendor that submitted a proposal in response to RFQ 106928 O3 and met the evaluation thresholds to be admitted into the pool

B. SCHEDULE OF EVENTS

The State expects to adhere to the procurement schedule shown below, but all dates are approximate and subject to change.

ACTIVITY		DATE/TIME
1)	Release Work Order	May 17, 2021
2)	Last day to submit written questions	May 21, 2021
3)	State responds to written questions through Work Order "Addendum" and/or "Amendment" to be posted to the Internet at: https://das.nebraska.gov/materiel/purchasing/106928%20O3%20iServe%20RFQ/iServe.html	May 25, 2021
4)	Proposal Opening Location for mailed/hand delivered submissions: Department of Health and Human Services 301 Centennial Mall S. Lincoln, NE 68508 Electronic submissions: https://nebraska.sharefile.com/r-re52cd1d3cd974d9bb8582b5ad94b7f86	June 2, 2021
5)	Evaluation period	June 2 – June 09, 2021
6)	Orals / Demonstrations (if requested by the State)	June 15, 2021
7)	Post "Intent to Award" to Internet at: https://das.nebraska.gov/materiel/purchasing/106928%20O3%20iServe%20RFQ/iServe.html	June 22, 2021
8)	Estimated Work Order Agreement finalization period	June 23 – June 30, 2021
9)	Estimated start date*	July 2, 2021

* The Start Date is contingent upon receiving approval from agencies providing federal funding.

C. BIDDING PROCESS

The bidding process for this Work Order set will follow the provisions set forth in Section V of the RFQ.

D. SUBMISSION OF PROPOSALS

The State is accepting either electronically submitted responses or hard copy, paper responses for this Work Order.

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1. For Bidders submitting electronic responses:

   a. Responses must be uploaded via ShareFile using the following link:
      i. https://nebraska.sharefile.com/r-re52cd1d3cd974d9bb8582b5ad94b7f86
      ii. ShareFile works with Firefox, Internet Explorer and Chrome. It does not work with Microsoft Edge.

   b. If multiple proposals are submitted, the State will retain only the most recently submitted response. It is the Bidder's responsibility to submit the proposal by the date and time indicated in the Schedule of Events. Electronic proposals must be received by DHHS by the date and time of the proposal opening per the Schedule of Events. No late proposals will be accepted.

   c. ELECTRONIC PROPOSAL FILE NAMES
      The Bidder should clearly identify the uploaded Work Order proposal files. To assist in identification please use the following naming convention:
      i. iServe WO 3 ABC Company
      ii. iServe WO 3 ABC Company Cost Form (should be in a separate file from rest of proposal)
      iii. If multiple files are submitted for one Work Order proposal or cost detail, add number of files to file names: iServe WO 3 ABC Company File 1 of 2.
      iv. If multiple Work Order proposals are submitted for the same Work Order, add the proposal number to the file names: iServe WO 2 ABC Company Proposal 1 File 1 of 2.

2. For Bidders submitting paper/hard copy responses:

   a. Bidders who are submitting a paper response should submit one proposal marked on the first page: "ORIGINAL". If multiple proposals are submitted, the State will retain one copy marked "ORIGINAL" and destroy the other copies. The Bidder is solely responsible for any variance between the copies submitted. Proposals must reference the Work Order number and be sent to the specified address. If a recipient phone number is required for delivery purposes, 402-471-0727 should be used. The Work Order number should be included in all correspondence. DHHS will not furnish packaging and sealing materials. It is the Bidder's responsibility to ensure the solicitation is received in a sealed envelope or container and submitted by the date and time indicated in the Schedule of Events. Sealed proposals must be received by DHHS by the date and time of the proposal opening per the Schedule of Events. No late proposals will be accepted.

   United States Postal Services (USPS) delivered proposal responses shall be mailed to:

   ATTN: Holly Glasgow and Jennifer Crouse
   DHHS - Central Procurement Services
   PO BOX 94926
   Lincoln, NE 68509

   Hand delivered proposal responses or responses delivered by Federal Express (FedEx), United Parcel Service (UPS), etc. shall be delivered to:

   ATTN: Holly Glasgow and Jennifer Crouse
   DHHS - 3rd Floor Reception Desk
   301 Centennial Mall South
   Lincoln, NE 68509

   b. Proprietary Information should be presented in separate sections (loose-leaf binders are preferred) on standard 8 ½" x 11" paper, except that charts, diagrams and the like may be on fold-outs which, when folded, fit into the 8 ½" by 11" format. Pages may be consecutively numbered for the entire proposal, or may be numbered consecutively within sections. Figures and tables should be numbered consecutively within sections. Figures and tables should be numbered and referenced in the text by that number. They should be placed as close as possible to the referencing text.

3. DHHS will not furnish packaging or sealing materials. It is the Bidder's responsibility to ensure the solicitation is received either electronically or in a sealed envelope or container and submitted by the date and time indicated in the Schedule of Events. Sealed proposals must be received in by DHHS by the date and time of the proposal opening per the schedule in the Work Order Request Form, below.

   It is the responsibility of the Bidder to check the website for all information relevant to this Work Order to include addenda and/or amendments issued prior to the opening date. Website address is as follows: https://das.nebraska.gov/materiel/purchasing/106928%20O3%20iServe%20RFQ/iServe.html.

Emphasis should be concentrated on conformance to the solicitation instructions, responsiveness to requirements, completeness, and clarity of content. If the Bidder's proposal is presented in such a fashion that makes evaluation difficult or overly time consuming DHHS reserves the right to reject the proposal as non-conforming.

E.   WORK ORDER PROPOSAL REQUIREMENTS

1.   The requirements for Work Order 3 are:
   a.   Section III – PSI Work Order #3 Cost Form
   b.   Section IV - Evaluation Questions of the Work Order
   c.   Section VI - Staff Experience and Qualifications Forms – complete this section for those roles deemed needed by the bidder and therefore applicable to the Work Order. Do not complete for roles unnecessary to complete the work within the Work Order. If there are roles deemed needed by the bidder that are not within the template list, please add needed role.

F.   EVALUATION OF WORK ORDER RESPONSES
DHHS will conduct a fair, impartial, and comprehensive evaluation of all proposals in accordance with the criteria set forth below. The Work Order evaluation will be conducted by the following method:

1.   General Information
Scoring will be based on responses to questions provided in Section IV - Evaluation Questions of the Work Order, responses related to staff experience / qualifications in Section VI - Staff Experience and References, and cost forms in Section III - PSI Work Order #3 Cost Form.

If negotiations for Terms and Conditions of the RFQ have not been executed by the time of the Work Order opening date, the Bidder's response will not be evaluated and will be rejected.

2.   Mandatory Requirements
The proposals will first be examined to determine if all mandatory requirements listed below have been addressed to warrant further evaluation. Proposals not meeting mandatory requirements will be excluded from further evaluation. The mandatory requirement items are as follows:

   a.   Bidder has a fully executed contract resulting from RFQ 106928 O3; and,
   b.   Bidders must be qualified to bid on Work Orders related to Service Area 2: Agile Application Development Services described in the RFQ section VI.B.3.a; and,
   c.   Bidders must be qualified to bid on Work Orders related to Service Area 3: Warranty Services described in the RFQ section VI.B.3.a; and,
   d.   Bidders must be qualified to bid on Work Orders related to Service Area 6: Legacy System Integration described in the RFQ section VI.B.3.a.

3.   Evaluation Criteria
All responses to Work Order 3, which fulfill all mandatory requirements, will be evaluated according to the categories listed below. Each category will have a maximum possible point potential as listed below.

   a.   RFQ Service Area 2 (Agile Application Development Services) Evaluation Questions (600 points, or total of 20% of points)
   b.   RFQ Service Area 3 (Warranty Services) Evaluation Questions (300 points, or total of 10% of points)
   c.   RFQ Service Area 6 (Legacy Integration) Evaluation Questions (600 points or 20% of points)
   d.   Evaluation Questions of the Work Order (900 points, or total of 30% of total points)
   e.   Staff Experience and Qualifications (300 points, or 10% of total points)
   f.   Cost (300 points, or 10% of total points)
   g.   [OPTIONAL] Oral Demonstrations at the option of DHHS (500 points, or 14.28% of total points)

G.   QUESTION AND ANSWER PERIOD
Bidders will be given an opportunity to clarify the intent and scope of the requested Work Orders during the Question and Answer period prior to submission of their response. Questions regarding the meaning or interpretation of any Work Order provision must be submitted in writing to DHHS and clearly marked "iServe Work Order 3 Questions". DHHS is not obligated to respond to questions that are received late.

It is preferred that questions be sent via e-mail to dhhs.rfpquestions@nebraska.gov, but may be delivered by hand or by U.S. Mail. It is recommended that Bidders submit questions using the following format.

Work Order Section Reference	Work Order Page Number	Question

Written answers will be posted at
https://das.nebraska.gov/materiel/purchasing/106928%20O3%20iServe%20RFQ/iServe.html per the Schedule of Events.

H.   ORAL DEMONSTRATIONS
DHHS may request bidders to prepare and deliver an Orals Demonstrations of their Work Order responses via Web Conference according to Section V.C of the RFQ.

I.   WORK ORDER AGREEMENT
DHHS will finalize a Work Order Agreement ("Agreement") with the winning Bidder according to Section V.E of the RFQ prior to start of the effort in support of the Work Orders awarded.

II. WORK ORDER REQUEST FORM

A. Work Order Reference Information		
1. Work Order Number: 3	2. Request Type: Product Solution Increment (PSI)	3. Service Area 2: Agile Application Development Services Service Area 3: Warranty Services Service Area 6: Legacy Integration

4. This Work Order is subject to Federal Agency approval. The Start Date is contingent upon receiving approval from agencies providing federal funding.

5. The deliverables of this Work Order are:
   a. A portal in the State's production Azure cloud environment that is fully functional and operational.
      I. The portal will meet the fully defined requirements and acceptance criteria within the state prioritized and approved user stories and acceptance criteria and adhere to architecture and best practices specified by the state team
      II. The portal will be mobile aware and run on smart phones, tables and personal computers.
      III. The portal will adhere to the UI/UX design and standards produced as part of WO 2.
      IV. The portal will run in the DHHS preferred cloud (MS Azure).
      V. The portal will interface with systems both in retrieving and submitting data in support of citizens apply for DHHS benefits.
      VI. The portal will be integrated with utilities that support the citizen in applying for DHHS benefits such as secure messaging, document attachments and linking to other sites and information important to the citizen.
      VII. The portal will be deployed to all agreed upon environments (testing environments, training environments, pre-production environments and production environments).
      VIII. The portal will be delivered with all source code, executable code, deployment scripts, batch jobs, supporting software (related to development and deployment of the end to end solution)
      IX. The portal will use the Microsoft AD B2B/B2C offering to accomplish user authentication needs.
      X. The portal will include a mechanism to gather and report customer feedback related to their portal experience.
   b. All testing phase working documents and data including: Unit and Integration test plans, test data, test results that meet the acceptance criteria threshold.
   c. Inputs to the State's Operational Change Management team for written user documentation that describes system function, navigation, acceptable entries, integration and use.
   d. Inputs to the State's operational change management team for use in State created user training modules.
   e. An operations support plan, including training for DHHS technical support personnel on maintenance, defect tracking and management procedures and operational support.
   f. Train the trainer activities related to end user training.
   g. Training for the State IS&T staff relative to technical developer training, and system operational support.
   h. Fully functional, high quality system Interfaces with legacy applications or 3rd party systems that meet DHHS architectural guidelines and standards.
   i. The portal will be delivered with role based access controls using DHHS defined roles using the State's OCIO approved user authentication tool.
   j. Assistance to the State team in relation to the certification processes related to the State's federal partners.
   k. All project execution deliverables including but not limited to the following: project status deliverables, agenda and meeting minutes, project plans, status reports, testing and defect reviews and prioritizations. and ongoing status against the plan, bug review/prioritization
   l. Any other activities associated with the realization of portal functionality, as defined through user capabilities, features and stories, other requirements defined and agreed upon through joint backlog refinement and industry best practices.
   m. Support for all required certifications and audits to utilize the portal in production.
   n. Any other deliverable as would normally be expected as part of a professional delivery.

   The awarded Bidder of this Work Order cannot develop and/or direct the resulting deliverables in a way that would inhibit or disadvantage other Bidders in future Work Orders for related work. Recommendations and final deliverables cannot utilize a solution component that is unique or proprietary to the winning Bidder's organization. Only industry standards, non-proprietary deliverables, and best practices must be applied.

   The Acceptance Criteria Section (Section II E. of this document) contains more details.

B. Product Solution Increment (PSI) Description:

For overall solution context, please see RFQ 106928 O3 which describes the State of Nebraska Department of Health and Human Services (DHHS) iServe Nebraska Program initiative.

The program intends to improve access, outcomes, user experience, accountability and quality of DHHS services through enabling an integrated, consumer-centric model of practice, across all DHHS programs through the "iServe Nebraska Platform". The iServe Nebraska Platform is an information and technology platform supporting Integrated Benefits Eligibility and Enrollment Management functionality. The "iServe Nebraska Portal" is a foundational technology component of the overall platform.

With this Work Order, the State seeks to procure the technology and/or key subject matter expertise needed to develop the iServe Nebraska Portal, where citizens to apply for DHHS benefits. Further the State seeks to integrate the portal with legacy systems that support eligibility determination for DHHS' Medicaid, Developmental Disability Waivers and Economic Assistance programs. This includes development of APIs to send data to systems such as AION and the Nebraska Family Online Client User System (NFOCUS) for eligibility determination.

DHHS seeks Bidders who will align with and contribute to the further development of the DHHS Scaled Agile Framework Methodology practices that are mutually agreed upon to complete build and delivery.

The iServe Nebraska Portal will provide a flexible and efficient user experience, using accessible and easy to understand language and include but not be limited to the following attributes:

- An efficient, consistent and standardized application aligned to the UI/UX standards in WO2
- Display real-time feedback to the user (calculations, metrics/counts and progress status) as they complete functions
- Adaptive design and sequencing for benefit data gathering which refines the amount, and type, order, and wording of questions the citizen must interact with when applying for benefits
- Client navigation control allowing the user to move forward and backwards through the process without loss of data
- Minimized data entry
- Data formatting validation
- Support for the client in recognizing, diagnosing and recovering from errors
- Context sensitive help
- Compliance with ADA and Flesch Kincaid standards at the fifth grade comprehension level
- The ability to use selective features with or without login credentials

Other jointly agreed upon attributes aligned to industry best practices

The solution will be accessed through a desktop or mobile-optimized web application, which is implemented in a cloud-based solution that provides for Continuous Integration and Continuous Deployment (CI/CD). The system should be Medicaid Information Technology Architecture (MITA) 3.0 compliant and designed in accordance with CMS's seven standards and conditions issued under sections 1903(a) (3) (A) (i) and 1903(a) (3) (B) of the Social Security Act. This solution shall include environment and business process optimizations to improve efficiency, quality, user experience, and agency accountability in accordance with applicable CMS Streamlined Modular Certification Appendix B outcomes as well as System Integration Requirement Toolkit guidelines from Federal partners.

1. **Product Solution Increment (PSI) Dependencies:**

In a separate Work Order (WO #2 - UI/UX Research and Design) a vendor team is conducting user research on the existing system to set experience baselines; performing analysis and redesigning questions asked during the application processes and their underlying information flows; developing user personas and journey maps, and creating interface and user experience design patterns for the iServe Nebraska Portal that will serve as a foundation for development effort contained in this WO and the overall iServe Nebraska Portal (MVP).

The Contractor will collaborate with the existing iServe Nebraska Portal State team in developing new, refining existing, and completing backlog items in development for the delivery of the iServe Nebraska Portal. The Contractor should bring all past experience and known best practices to the effort, resulting in the best possible solution.

The following Operational Services are designated as in and out of scope of the work order:

Out of Scope Operational Services:

1. Help Desk Services — Activities required to perform Level 0 (Self-help and user-retrieved information) and Level 1 (Basic help desk resolution and service desk delivery) user support, related to direct resolution of end-user questions and calls, call dispatch, tracking and tracing, call escalation and self-help.
2. Desktop Services — Activities required to provide, maintain, secure and support the user hardware and software workplace environments (desktop, laptop, mobile device) to access, deploy and apply the in-scope applications.
3. Data Center Services — Activities required for providing, maintaining, securing, scheduling, backing up, recovering and supporting DHHS's computing environments.
4. Network Services — Activities required for providing, maintaining, securing and supporting the wide-area network (WAN) connectivity for DHHS, all DHHS locations' local-area network (LAN) connectivity and DHHS's IP telephony connectivity, including all connectivity hardware and software.
5. Data Services - Activities required for providing, maintaining, securing, scheduling, backing up, recovering and supporting DHHS's Data.

In Scope Operational Services:

1. Application Maintenance and Support Services — Activities associated with responding to issues/ incidents, repairing defects, and analyzing, designing, developing, implementing and maintaining minor functional and/or technical enhancements, and/or initiating and applying refactoring to applications in production to improve the performance and/or stability of an application.
2. Application Operations Services — Activities required to perform application monitoring and operational service activities as formalized in run books, inclusive job scheduling and execution, backup and restore of the in-scope applications.
3. Application Performance Services - Activities required to respond to and correct issues with application response times and standards of less than one (1) second response for display screen rendering and response within baselines or less than five (5) seconds for screens with integration and calculations.
4. Production Application Middleware and Database Administration Services — Activities required for providing, maintaining, securing, scheduling, backing up, recovering, troubleshooting, and supporting inbound and outbound application interfaces (electronic data extraction and translation and load), Web services and databases for the entirety of a transaction from request through response
5. 5. Construction and maintenance of automated deployment processes, including automated tests and application scans as defined by State standards/requirements. Deployment processes must build and test code, deploy needed cloud infrastructure via infrastructure-as-code approach defined by the State, and deploy application and database changes. Deployment pipelines are to utilize blue/green deployments, feature flags, and similar techniques to facilitate zero-downtime deployments whenever possible.

C. Product Solution Increment (PSI) Benefits:

DHHS expects to enable a citizen to easily find the DHHS application portal, navigate through it, discover and apply for any of the health and social programs and services via the portal and within the scope of a defined minimum viable product encompassed by the epics, capabilities, features and associated user stories. The experience should be customer centric, compliant with all federal and state laws and regulations and fully accessible based on ADA standards.

The goals of the iServe Nebraska program is:

1. To improve access through ease of use
2. To reduce time to apply through a targeted application experience
3. To contribute toward a more unified model of practice for benefit application that improves DHHS operational efficiencies and improves quality (fewer errors across application for different programs)
4. To increase the use of mobile designed applications for those with less access to technology
5. To improve the number of applications submitted via the portal

This work could support the award of future Work Orders to other vendor delivery teams who may be responsible for the continued agile planning and delivery of the iServe Nebraska Portal MVP and IBEEM solutions.

D. PSI Acceptance Criteria:

Contractors must provide team members and subject matter experts to develop and deliver the capabilities, features and stories (inclusive of acceptance criteria) within the sprint and program increments defined in the deliverables for this Work Order.

Successful Bidder shall engage in and conform to these actions and guidelines:

1. A fully functioning portal containing all features that have no high or medium defects.
2. Meets industry performance standards inclusive of screen performance found in Operational Services.
3. A portal that uses appropriate security, auditing and logging functions in line with industry standards.
4. Integration with legacy and 3rd party systems is complete, performing, and conforms to OpenAPI specifications.
5. Implemented portal features and capabilities comply with all DHHS architecture, design and UI/UX standards.
6. Deliver all features as mobile designed UX supported on modern browsers (minimally supported on: Chrome, Safari and Edge), running on MacOS, Windows desktop displays, environments as well as mobile and tablet form-factor environments including iOS, iPadOS and Android devices, including tablets and phones as a minimum.
7. Deliver all critical milestones per the delivery plan including:
   a. Code Completion Date of December 31, 2021
   b. Integration Testing Start Date of January 1, 2022
   c. Pilot Go live Date of April 1, 2022
   d. Full Go live Date of April 30, 2022
   e. Warranty Period of three (3) months post Full Go Live
8. Completion and turnover to DHHS of all documentation and training materials
9. All new infrastructure is provisioned to support the features and defined via infrastructure-as-code.
10. Delivery of all features through the use of State collaboration platforms (JIRA/Confluence), State provided code repository (Azure DevOps), and State-provided cloud environments (via Microsoft Azure Government and Commercial cloud subscriptions as appropriate).
11. Provided solution must adhere to/ interface with the following Microsoft Azure security services as appropriate (Azure Sentinel, Azure Purview, Azure Defender, Azure Data Loss Prevention Solution).
12. All architecture and implementation decisions are coordinated and approved through the State's core iServe team and a defined State process.
13. All scope/feature impacting changes adhere to State change management procedures related to work orders during development.
14. Delivery of in-scope operational services.
15. All private pages and API calls to be secured with Microsoft Azure AD B2B/B2C per specifications approved by DHHS/OCIO.

The following milestones are required. Milestone payments will be made at the acceptance of each deliverable by DHHS. The amount to be paid for each milestone is indicated in the table below. DHHS will render payment for each deliverable when the specifications of the deliverable have been satisfactorily completed on the part of the Contractor as solely determined by the DHHS. (Neb. Rev. Stat. § 73-506(1)) Payment will be made by DHHS in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §§ 81-2401 through 81-2408).

#	Milestone Deliverables:	Percent of Total Amount
1.	Deliver features related to Portal Access, Role Based Access Controls (RBAC), and Prescreening/Benefit Discovery as defined in user stories and approved by the DHHS iServe team	10%
2.	Deliver features related to citizen entry of data to apply for DHHS benefits (Medicaid, Economic Assistance and Developmental Disabilities/HCBS) as defined in user stories and approved by the DHHS iServe team	10%
3.	Deliver features related to the systematic submission of citizen applications to the legacy eligibility system (NFOCUS) for downstream processing as defined in user stories and approved by the DHHS iServe team	10%
4.	Deliver features related to Reporting and Dashboards as defined in user stories and approved by the DHHS iServe team	10%

	5.	Deliver features related to applicant utilities (authentication using Microsoft Azure AD B2C, secure messaging, document attachments) in support of citizens applying for DHHS benefits as defined in user stories and approved by the DHHS iServe team	10%
	6.	Complete all Integration and User Testing within the projects delivery timeline	10%
	7.	Complete all activities necessary to be operationally ready and deploy the pilot portal by delivery timeline (April 1, 2022)	10%
	8.	Complete all activities necessary to be operationally ready and deploy the MVP portal by delivery timeline (April 30, 2022)	10%
	9.	Deliver Warranty Services for the first month post go-live (May 2022)	6.7%
	10.	Deliver Warranty Services for the second month post go-live (June 2022)	6.7%
	11.	Deliver Warranty Services for the third month post go-live (July 2022)	6.6%
			100%

E. Program Increments (PI) Realization Deadline:

All activities and planned deliverables must be completed within the proposed scheduled Program Increment(s) and related sprint cycles or Kanban schedule. The current DHHS standard delivery is a PI each ten (10) weeks containing five (5) sprints which each span a two (2) week period. The full scope of this work order and some capabilities may span more than one PI and will deliver into the CI/CD pipeline with each sprint.

- **Impact on Work in Progress (if any):**

The State planning and oversight team will continue its efforts prior to collaborative planning related to this PI and make adjustments as necessary based on the final vendor award. For bidder alignment, the following context outlines DHHS's current direction, which is subject to change in collaboration with contractor, at the sole discretion of DHHS:

Current DHHS **architecture guidelines** and technology direction.

Microservices
- "Bounded context" of each microservice (Integrated App, Enrollment, Identity Cross-Reference, etc.) defined by state architects
- Written in Java in a currently supported version which must be within one major release, with at least 70% unit test coverage
- Clean code following the "hexagonal" pattern (examples and direction provided by the state delivery team)
- Deployed as containers running in AKS, or as Azure Functions. Architecture/design to be finalized in collaboration with state Technical Architect
- Container microservices developed using Spring Boot following recommended practices (examples and direction provided by the state delivery team)
- Azure Function services developed in "plain" Java (no Spring Boot) or alternate microservice framework that supports compile-tile dependency injection to minimize cold start time
- Database deployment automation using Liquibase or Flyway
- Services must emit events to defined pub/sub topics for keeping other microservices, data warehouse, and other interested consumers in sync with important state changes
- Course grained (user authenticated through Azure AD External Identities) and fined-grained (requested data belongs to this user) security at the API layer
- Fully documented Swagger/OpenAPI documentation generated via Spring Boot annotations or alternate approach for non-Spring Boot services
- All cloud infrastructure changes defined in Infrastructure-as-Code templates. (Terraform or ARM, to be finalized in collaboration with State Technical Architecture).

Azure Cloud Services
- Azure App Configuration for application/environment config and feature flags
- Azure Kubernetes Service (AKS) mesh for container orchestration
- Helm charts for container package management
- Istio for service mesh
- AKS cluster will be deployed and maintained by state deployment team
- Azure Functions for serverless compute wherever appropriate
- Azure SQL Managed Instances for relational data
- CosmosDB for non-relational data
- Azure DevOps for code repositories, artifact hosting, and CI/CD pipelines
- Event Grid or Service Bus for async events/messaging
- Logic Apps for workflow and integrations
- Azure Cache for Redis for specific scenarios that would benefit
- Other Azure services as needed, design to be finalized in collaboration with state Technical Architect
- Microsoft Azure security services as appropriate (Azure Sentinel, Azure Purview, Azure Defender, Azure Data Loss Prevention Solution).

Identity Access Management
- iServe Portal authentication to integrate with existing State citizen access management solution developed as part of separate work order
- Coarse-grained security for microservices will leverage OAuth 2 JWT token generated by the core auth service or equivalent mechanism. Final design to be confirmed with state technical architect.
- Fine-grained security (securing data at the citizen or record-level) to be built at the API level according to acceptance criteria for each story.

Developer Tooling/Process
- Code checked in at least daily to the state-maintained Git repository
- Isolation of business logic from framework and integration logic by following the "hexagonal" pattern
- Short-lived feature branches only. Code must be merged into main branch at least weekly. In-progress code in the main branch must be isolated by feature flags
- Code deployed via state Azure DevOps infrastructure

- "Done" feature/story code includes business logic, unit tests, and integration (selenium) tests as appropriate. Unit and integration tests to be delivered simultaneous to code, not completed after-the-fact
- Core state team to review and approve pull requests on recurring schedule

Initial Backlog Stories provided in Work Order 3 Attachment 1.

F. Testing Direction:

For bidder alignment, the following context outlines the State's current direction, but which is subject to change in collaboration with contractor, at the sole discretion of the State:

Using the following the testing tools, verify Business Acceptance Criteria has been met within iServe provided timelines, following SAFe practices. Verify listed browsers, mobile devices while conducting testing activities on iServe/Systems are free of any bugs/defects

Testing Teams will provide clear evidence of test case design, expected results, links to Stories, test execution status, and links to bugs/defects. Through test automation tools, for each test include the systematic storage of test data, screen shots of application being tested and results, iServe version, iServe Environment, date, time and tester. Testing tools will provide configurations to link and show stories with Automation and Manual Test Cases/Scripts in JIRA.

All testing artifacts shall be stored in Azure DevOps and linked to iServe artifacts (Story) in JIRA for clear traceability to promote reporting. Test Reporting results will be populated in JIRA/Zephyr/Confluence on daily basis, to show amount of tests created, in progress and done, as well as the amount of tests executed and their status while showing test coverage of user stories.

Agency compliance testing test coverage will show all listed regulations are satisfied.

1. Testing Tool Set –

Test Design and Execution:
- TestComplete Pro – Test Automation Tool to be used with Azure DevOps
- ReadyAPI – Integrated with TestComplete to Automate the API Testing
- JAWS – Compliance Testing Tool
- Selenium – Tool for Web Browser Automation Testing
- Eclipse – Test Development Interface
- WAVE – Compliance Testing Tool
- Postman – API Testing
- Azure DevOps – Source Control, CI/CD Test Automation Pipeline

Testing Management and Reporting:
- JIRA – Program Management, iServe Artifact, Reporting
- Zephyr Scale – Test Management
- Confluence – Reporting

Test Data:
- SQL Server Express - for test data storage and design

2. Latest Browser and Mobile Device Operating Systems in current version or within two (2) years of the project go-live date of 04/30/2022.

Browsers
- Chrome
- Safari
- Edge (Chromium)
- FireFox

Mobile Devices
- Android
- Apple

Severity Definitions:

Defects are given severity levels for categorization. The following severity ratings have been defined:

Severity Level	Severity Impact Description
Severity-1 (S1)	S1-Critical: Defects that impact system utilization with no alternative workaround.
Severity-2 (S2)	S2-Severe: Defects that adversely impact the functioning or usability of a system with an alternative workaround.
Severity-3 (S3)	S3-Moderate: Defects that cause moderate user inconvenience.
Severity-4 (S4)	S4-Low: Defects that cause minor user inconvenience (such as cosmetic setback, appearance impediments, spelling mistakes, etc.)

Resolution Types:

- Correction – Incidents are resolved based on the analysis and root cause, and fixes are deployed following the release management process.
- Prevention – Based on the analysis and root cause identified, measures are taken, and fixes are applied to prevent the reoccurrence of these incidents.
- Prevention may include software and security patching, configuration changes, or new installations.

Class cations:

Based on the analysis of the incident, they can be classified as an Issue, Problem, or Initial Operations Support and Management Plan Defect.

- **Issue** – An issue is an incident triggered because of an area of concern and something which may have a negative impact on the project; a missing checklist item or incorrect documentation are examples of an issue.
- **Problem** – A problem is a type of incident that needs resolution and can possibly have more than one solution. Incidents like network outages, server or services going down are considered problems.
- **Defect** – A defect is a type of incident caused due to incorrect code or logic triggering the solution to not function as per the expectation. Defects are logged in JIRA and are tracked with build process for resolution.

Acceptance Testing

Contractor Testing Team will prepare and be responsible for a plan to meet DHHS acceptance test criteria and comply with the testing tools and testing strategy outlined by DHHS. The acceptance test procedures will be suitable for verifying that the software meets the agreed acceptance requirements of DHHS. The Acceptance Test Plan shall describe how Contractor acceptance test will be carried out, and shall contain a detailed description of the tests to be performed, as well as the acceptance criteria

G. Impact on Elements of the Agreement (if any):

None.

H. Expected Additional Investments (if any):

The awarded Contractor must identify any additional software or services that may be required to ensure successful completion of the deliverable.

The Contractor should bring forward all experience and best practices to ensure the collaborative and empowered team plans the most achievable approach and solution available for execution of the stated objectives within the stated delivery timeline or concerns/changes related to it.

III. PRODUCT SOLUTION INCREMENT (PSI) WORK ORDER #3 COST FORM

Bidder must complete one per deliverable (11 total)

Product/Solution Increment (PSI) Work Order Cost Form (to be completed by Bidder)						
Dates						
Proposed Start date:						
Proposed End date:						
Program Increment demo date(s):	N/A					
Stories						
WO 3 Attachment 1 includes all related shell stories from the initial product backlog related to the multi-benefit application feature.	Story Reference	Type		Story Title		
Costs						
Deliverable Name and #___	$					
Staffing Approach	Role	*Percent Resource Allocation	Quantity	Effort (days)	Rate (currency per day)	Total price
Deliverable costs are based on rates in response to this Work Order. *Provide the percentage of resource allocation for each role within each deliverable.						
	TOTAL					
Optional Services – rows may be added as needed	Role			Hourly Rate		

IV. EVALUATION QUESTIONS

RFQ Service Area 2 Agile Application Development Service Questions
1. Describe your organization's previous experience in building a consumer portal using enterprise agile methodologies.
2. Provide an overview of planning approach to defining the functionality via Product/Solution Increment planning.
3. Describe the team structure, roles, and responsibilities.

4. What tools, frameworks and methodologies will be used to develop, implement and operate the solution. 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 proposed team resources have external certification in agile techniques?
    a. Scrum?
    b. SAFe, LeSS?

6. 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, if appropriate, the Microsoft Dynamics 365 Platform to meet DHHS's user experience-related expectations?

RFQ Service Area 3 Warranty Service Questions
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?

RFQ Service Area 6 Legacy Integration Service Questions
1. Describe your experience with service enabling existing mainframe environments and migrating the mainframe code into modular, independent and loosely coupled services.
2. Describe your relevant experience in modernizing legacy mainframe applications using CA-Gen, AION and COBOL.
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)?

Work Order 3 Evaluation Questions
1. Describe a complex web-application you have developed that guides a human through a complex process with flexibility, error mitigation, timely assistance and achievement to goal. What specific design or development considerations made it a success? What design or development considerations created problems?
2. Please provide a specific example and discussion of a web application that you have developed from user stories that were provided to you. The discussion should be inclusive of UI features/help, business rules, security, audits and logging, integration points, database changes, unit tests, automated integration tests, and enhancements to CI/CD pipelines, help features, and cloud integration. What did that experience teach you and how did your adjust for the next sprint?
3. Describe technical integration solutions and architecture where you integrated input from a portal, supported by modern architecture, into a set of legacy systems for processing. What key learnings did you derive from these integrations that would help the State capitalize on success or avoid problems?
4. What do you think are the largest challenges to the State achieving MVP implementation by April 2022? What do you propose to mitigate or address those challenges?
5. How will you bring health and human services experience, particularly around medical or economic assistance application or eligibility, to this work? Describe proposed staff participation in detail. Please be specific.
6. Please provide a discussion of the testing approach you envision using on this project and how you plan to complete testing? Please provide specifics.
7. How will you ensure the proper security components, audit and logging features, performance standards and regulatory compliance alignment?
8. Describe your approach to reporting and when in the lifecycle would you attempt to deliver reports. What kind of reporting have you provided to engage end user satisfaction monitoring?
9. What technology stack would you recommend to deliver the Nebraska DHHS portal? Please include both front-end and back-end technology within the stack and be specific in your answer.
10. Describe any experience working directly with the state of Nebraska. Please describe how that experience went in detail. What would you maintain in a new engagement? What would you change in a new engagement?
11. What customer satisfaction data would you propose for the Nebraska DHHS portal and how would you implement the gathering of that data?
12. Describe your experience developing in the Microsoft Azure cloud (Government and Commercial) using Microsoft Azure AD B2B and B2C services.

V. CONTRACTOR STAFF

For the duration of the Work Order term, the Bidder's staff shall meet all Mandatory Qualifications (MQs) as described herein.

This is an extensive list. For each role the Contractor deems will be required to complete the Work Order, the Contractor must complete a Staff Experience and References Form found in Section VI. One resource may play more than one role.

A.   Bidder Mandatory Qualifications

The Contractor shall provide experienced resources, needed for core development activities, that Role must meet all of the MQs. All experience used to meet the MQs shall have been where the staff had primary responsibility.

ROLE	MANDATORY QUALIFICATIONS
Agile Skilled Service Manager	1. The Service Manager shall have at least three (3) years of Full-Time Equivalent (FTE) experience as the primary person responsible for the delivery, ongoing success, and continuous improvement on at least two (2) agile software projects or platform(s).
	2. The Service Manager shall have at least three (3) years of FTE experience managing software development and design in an agile environment.
	3. The Service Manager shall have at least three (3) years of FTE management experience creating product descriptions and delivery plans.
Agile Skilled Delivery Manager (Scrum Master)	1. The Delivery Manager (Scrum Master) shall have at least three (3) years of FTE experience managing and delivering on at least two (2) agile software projects or platform(s) that are similar in scope to this Work Order.
	2. The Delivery Manager (Scrum Master) shall have at least three (3) years of FTE of management experience delivering complex digital projects in an agile environment.
	3. The Delivery Manager (Scrum Master) shall have at least three (3) years of FTE experience serving as a client's direct point of contact.
	4. The Delivery Manager (Scrum Master) shall hold a certification related to Scrum (e.g., Certified Scrum Master® [CSM]).
Agile Skilled Lead Cloud App Developer	1. The Lead Cloud App Developer shall have at least three (3) years of FTE experience leading the development of at least two (2) projects that are similar in scope to this Work Order.
	2. The Lead Cloud App Developer shall have at least five (5) years of FTE experience developing and deploying backend web applications in an agile environment.
	3. The Lead Cloud App Developer shall have at least three (3) years FTE experience in each of the following: a. Developing web applications using industry leading languages b. Developing and consuming web-based, RESTful APIs; c. Writing web applications using a test-driven deployment approach; d. Developing and executing automated unit, integration, and acceptance tests; and e. Developing backend web applications that integrate with relational and non-relational database systems. f. Developing with and Implementing industry leading IDP's such as Microsoft Azure AD.
Agile Skilled Cloud App Developer Team	1. Each Cloud App Developer shall have at least two (2) years of FTE experience with delivery of complex digital projects in an agile environment.

ROLE	MANDATORY QUALIFICATIONS

	2. Each Cloud App Developer shall have at least two (2) years of FTE experience in at least one of the following, and between all team members each of the following must be covered:
	
	    a. Developing web applications using industry leading languages and
	    b. Writing the back-ends of modern web applications;
	    c. Developing and consuming web-based, RESTful APIs;
	    d. Writing web applications using a test-driven deployment approach;
	    e. Developing and executing automated unit, integration, and acceptance tests;
	    f. Configuring and executing load and performance testing;
	    g. Configuring and integrating enterprise user authentication tools Developing with and Implementing industry leading IDP's such as Microsoft Azure AD.
	    h. Developing backend web applications that integrate with relational and non-relational database systems;
	    i. Handling large data sets and scaling their storage; and Developing backend web applications that use scalable search technology.

Agile Skilled DevOps Engineer	1. The DevOps Engineer shall have experience as a DevOps Engineer in at least two (2) Digital Service developments similar in scope to the Work Order scope of services.
	2. The DevOps Engineer(s) shall have at least two (2) years of FTE experience with the implementation and delivery of complex digital projects in an agile environment

	3. The DevOps Engineer shall have at least one (1) year of FTE experience with each of the following:
	    a. Developing and implementing server configuration scripting;
	    b. Implementing configuration management tools
	    c. Implementing continuous deployment tools (e.g., Docker);
	    d. Implementing continuous integration tools (e.g., Jenkins); and
	    e. Implementing modern continuous monitoring tools.

Agile Skilled Cloud Database Admin	1. The Cloud Database Admin shall have at least five (5) years of FTE experience as a MS SQL Server Database Administrator responsible for the following:
	    a. MS SQL Server database administration, MS SQL Server database configuration, MS SQL Server data replication, MS SQL Server utilities, MS SQL Server resource monitoring;
	    b. MS SQL Server static and dynamic SQL; and
	    c. MS SQL Server database backup, recovery, performance tuning, configuration and design.

	2. The Cloud Database Admin shall have at least three (3) years of FTE experience deploying, configuring, monitoring, and optimizing alternate cloud databases, both SQL and NoSQL.

Agile Skilled UI/UX Designer	1. The UI/UX Designer shall have a least Three (3) to five (5) years of experience working in IT, preferably as an user experience/user interface designer, human factors engineer, animation, or comparable roles;
	    a. Broad experience in translating business and functional requirements into technical specifications;
	    b. Experience with wireframe prototyping tools such as Axure, Sketchflow or Balsamiq, and equivalents;
	    c. Experience working in an agile development cycle;
	    d. Experience with risk taking.

B. **Contractor Roles and Responsibilities**

The Nebraska Department of Health and Human Services (DHHS) Agile Development Pre-Qualified Vendor Pool candidates are required to provide several Labor Pool categories as they apply to the deliverables within the work order:

CONTRACTOR ROLE	RESPONSIBILITY
Service Manager	Experience managing the delivery, ongoing success, and continuous improvement of one (1) or more digital products and/or platforms. Primarily responsible for: • Lead one (1) or more multi-disciplinary agile delivery teams to deliver excellent new products and/or iterations to existing products to meet user needs; • Gather user requirements based on a communicable understanding of diverse audience groups; • Define and get stakeholder buy-in for product definition and delivery approach; • Create effective, prioritized product descriptions, and delivery plans to meet user needs in a cost-effective way; • Interpret user research in order to make the correct product decisions, noting that users do not always know what they want; • Continually keep abreast of changes to user habits, preferences, and behaviors across various digital platforms and their implications for successful delivery of agile software development services; • Underpin the delivery and iteration of agile software development services through effective analysis of qualitative and quantitative user data; and • Communicate credibly with a wide range of digital delivery disciplines and talent.
Delivery Manager (Scrum Master)	Experience setting up teams for successful delivery by removing obstacles (or blockers to progress), constantly helping the team to become more self-organizing, and enabling the work the team does rather than impose how it's done. Manages one (1) or more agile projects, typically to deliver a specific product or transformation via a multi-disciplinary, high-skilled digital team. Adept at delivering complex digital projects, breaking down barriers to the team, and both planning at a higher level and getting into the detail to make things happen when needed. Defines project needs and feeds these into the portfolio/program process to enable resources to be appropriately allocated. Primarily responsible for: • Delivering projects and products using the appropriate agile project management methodology, learning & iterating frequently; • Working with the Service Manager to define the roadmap for any given product and translating this into user stories; • Leading the collaborative, dynamic planning process – prioritizing the work that needs to be done against the capacity and capability of the team; • Matrix-managing a multi-disciplinary team; • Ensuring all products are built to an appropriate level of quality for the stage (alpha/beta/production); and • Actively and openly sharing knowledge of best practices.

CONTRACTOR ROLE	RESPONSIBILITY
Lead Web Developer	Experience leading a team of web developers using modern, open source software to prototype and deploy backend web applications, including all aspects of server-side processing, data storage, and integration with frontend development. Primarily responsible for: • Developing and communicating the team's architecture and design; • Executing the Service Manager's vision and goals; • Delivering working software at the end of a sprint; • Developing product roadmaps and backlogs; • Writing user stories; • Web development using industry leading standard languages and frameworks • Developing and consuming web-based, RESTful APIs; • Using and working in team environments that use agile methodologies (e.g., Scrum, Lean); • Authoring developer-friendly documentation (e.g., API documentation, deployment operations); • Test-driven development; • Use of version control systems, specifically Git and GitHub; • Quickly researching and learning new programming tools and techniques; • Relational and non-relational database systems; • Scalable search technology (e.g. ElasticSearch, Solr); • Handling large data sets and scaling their handling and storage; • Using and working with open source solutions and community; and • Communicating technical concepts to a non-technical audience.
Web Developer	Experience using modern, open source software to prototype and deploy backend web applications, including all aspects of server-side processing, data storage, and integration with frontend development. Primarily responsible for: • Web development using at least two industry leading web programming languages and frameworks • Developing and consuming web-based, RESTful APIs; • Using and working in team environments that use agile methodologies (e.g., SAFe, Scrum, Lean); • Authoring developer-friendly documentation (e.g., API documentation, deployment operations); • Test-driven development; • Use of version control systems, specifically Git and GitHub; • Quickly researching and learning new programming tools and techniques; • Relational and non-relational database systems; • Scalable search technology (e.g. ElasticSearch, Solr); • Handling large data sets and scaling their handling and storage; • Using and working with open source solutions and community; and • Communicating technical concepts to a non-technical audience.
DevOps Engineer	Experience serving as the engineer of complex technology implementations in a product-centric environment. Comfortable with bridging the gap between legacy development or operations teams and working toward a shared culture and vision. Works tirelessly to arm developers with the best tools and ensuring system uptime and performance. Primarily responsible for: • Deploying and configuring services using infrastructure as a service providers (e.g., Microsoft Azure • Configuring and managing Linux-based servers to serve a dynamic website; • Debugging cluster-based computing architectures; • Using scripting or basic programming skills to solve problems; • Installation and management of open source monitoring tools; • Configuration management tools (e.g., Puppet, Chef, Ansible, Salt); • Architecture for continuous integration and deployment, and continuous monitoring; and • Containerization technologies (e.g., LXC, Docker, Rocket).

CONTRACTOR ROLE	RESPONSIBILITY
MS SQL Server Database Administrator (Cloud App Developer) Cloud DBs	Primarily responsible for: • Provides technical leadership and operational expertise at the decision-making level for the implementation, architecture, design, ongoing support and maintenance of MS SQL Server databases and related software tools; • Acts as the principal MS SQL Server database administrator and technical resource for the design, development, and implementation of multiple MS SQL Server tests databases and related systems; • Supports object-relational features and non-relational structures (e.g., JSON, XML); • Designs, develops, and maintains data models utilizing data modeling and code generation tools (e.g., Erwin Data Modeler, Sparx Enterprise Architect); • Utilizes available IBM MS SQL Server tools (e.g., QMF and QMF for Workstation, MS SQL Server Administration, Query Monitor, db2top, Recovery Expert, Cloning Tool, Object Comparison Tool) and other supporting tools (e.g., File AID for MS SQL Server); • Creates queries and stored procedures needed to identify and cleanse data incompatibilities between new and old environments; • Leads specification, capacity planning, monitoring and reporting activities related to database configuration and sizing per project need and expected transaction volumes; • Performs System Administration, which includes database security, configuration, troubleshooting, performance monitoring, and tuning to address performance issues and improve response times; • Facilitates direct support to application developers and testers including responding quickly to data refresh requests, reorganizing database structures as needed, and automating scheduled database maintenance at regular intervals to maximize data availability; • Conducts backup and restore of MS SQL Server databases used to support development and testing, verifies implementation of onsite/offsite backup and recovery strategies, develops recovery procedures, supports recovery of data loss caused by user or system error, and performs offsite disaster recovery as needed; • Develops utilities to monitor and evaluate data quality. Assist with advanced SQL development guidance and tuning, including creating context relationships and stored procedures and user defined functions; • Provides first-level support in the MS SQL Server z/OS environments managed; • Develops and applies policies and procedures relating to database and application security including procedures that authorize, enable, change and withdraw access; • Develops, documents, and implements flexible, non-restrictive standards, policies, and procedures and ensures compliance for all database platforms and related systems; • Coordinates testing, install and documentation of new releases and database patches; and • Develops training criteria, training plans, course design, handouts, and provides training and knowledge transfer to staff.

CONTRACTOR ROLE	RESPONSIBILITY
UI/UX Designer	Primarily responsible for: • Leading the interface design process and coordinates with development teams to ensure designs are implemented correctly • Contributing to design standards and promotes user-centered design throughout the organization • Helping build a roadmap for an innovative and holistic user experience across the product portfolio • Developing user-centered guidelines, standards, and design processes and integrates them into the product development lifecycle • Coordinating with business stakeholders to understand and document business and functional requirements related to the end-user experience • Understanding user needs based on business and functional requirements, user research, market analysis, customer feedback, and usability findings • Developing user interaction and interface deliverables, including sketches, wireframes, and visual designs • Building strong relationships with technical and non-technical stakeholders across the organization • Participating in the process of collecting feedback from client teams and other stakeholders • Participating in the design and implementation of user research and usability testing to better understand end-user needs • Ensuring that third-party applications and products are customized to deliver a consistent end-user experience

C.   State Roles and Responsibilities

STATE ROLE	RESPONSIBILITY
Product Owners and Product Manager	DHHS will provide one Product Owner. The Product Owner is an empowered individual who will interface with the client's stakeholders, synthesize feedback, and make decisions on the product's priorities and scope. NE will also assign a Product Manager as scaling requires it to oversee all Product Owners assigned. The Product Manager, working with stakeholder interests, user needs, and insight from the product team, will establish the vision and goals for the platform and the solution and prioritize user stories to include in sprints and strategize release cycles. The Service Manager will be responsible for managing the Program and Product Backlog and related issues.
Solution Architect and Technical Architect	DHHS will provide one Solution Architect and one Technical Architect. The Technical Architect will be responsible for providing the overall technical vision for the iServe Nebraska Portal, identifying technical standards and guidelines; and, providing technical oversight. Specifically: Planning the Architectural Runway, Actively supporting design and steering of CI/CD pipeline, supporting the definition of Non Functional Requirements, partnering with solution and enterprise architects to elaborate Capabilities and Epics, Supervises and fosters built-in quality. The Solution Architect will be responsible for the highest-level, system-wide decisions (system decomposition, interfaces, and allocations of requirements to various subsystems and capabilities). They also establish the solution intent's organizational structure to support future analysis and needs to help drive localized decisions in the teams' backlogs
Scrum Master	DHHS will provide one Scrum Master experienced in setting up teams for successful delivery by removing obstacles (or blockers to progress), constantly helping the team to become more self-organizing, and enabling the work the team does rather than impose how it's done. Manages one (1) or more agile projects, typically to deliver a specific product or transformation via a multi-disciplinary, high-skilled digital team. Adept at delivering complex digital projects, breaking down barriers to the team, and both planning at a higher level and getting into the detail to make things happen when needed. Defines project needs and feeds these into the portfolio/program process to enable resources to be appropriately allocated. Primarily responsible for: • Delivering projects and products using the appropriate agile project management methodology, learning & iterating frequently; • Working with the Service Manager to define the roadmap for any given product and translating this into user stories; • Leading the collaborative, dynamic planning process – prioritizing the work that needs to be done against the capacity and capability of the team; • Matrix-managing a multi-disciplinary team; • Ensuring all products are built to an appropriate level of quality for the stage (alpha/beta/production); and Actively and openly sharing knowledge of best practices.
QA Lead	DHHS will provide one QA lead. The QA Lead is responsible for organizing, managing and leading the solution testing across all delivery teams. They define testing strategies to ensure standards are met and risks are managed. The QA lead also assist in process improvement across the solution delivery spectrum.
Lead Analyst	DHHS will provide three (3) Lead Agile Business Analysts involved in business troubleshooting and implementing Agile Analysis, which includes communicating with stakeholders, working with development teams to create appropriate software, providing direct feedback to teams, and using a quick and personal approach to solve business issues.

D.   Staff and Rates
The Contractor's staff shall perform the tasks described in this Work Order, at the rates indicated in the Cost form.

1.   Given the size, scope, and complexity of this work, it is of utmost importance that the Contractor shall be responsible for monitoring the monthly hours billed to ensure the staff(s) effectively meet(s) the needs of the State.
2.   Changes in cost estimates that do not alter the total cost of a Work Order will be conveyed to the State in writing. The rationale for the change shall be included. The State shall approve any change to the cost estimates that do not alter the total cost in writing. The identified staff(s) will perform the tasks described and at the rates indicated in this Agreement. The Bidder shall identify its staffs by name and hourly rate.
3.   The assigned staff(s) will perform the tasks described in this Work Order, at the rates indicated in Cost Form. The Bidder shall identify each staff by name, labor category, and hourly rate.

E.   Addition, Deletion, or Substitution of Staff

1.   The Contractor Bidder shall not add and/or substitute staff without the prior written consent of DHHS, which consent shall not be unreasonably withheld. The Contractor shall make every reasonable effort to provide suitable substitute staff. The additional and/or substitute staff shall meet all the requirements and shall be approved in writing by DHHS prior to substitute staff beginning work.
2.   Additional and/or substitute staff shall not automatically receive the hourly rate of the staff or positions being replaced. DHHS and the Contractor Bidder shall negotiate the hourly rate of any additional and/or substitute staff to the Agreement. The hourly rate negotiated shall be dependent, in part, upon the experience and individual skills of the proposed additional and/or substitute staff. The negotiated hourly rate shall not exceed the hourly rate for that position as set forth in the Agreement.
3.   The DHHS Project Director or designee may request that Contractor replace a staff member and shall advise Contractor in writing of the basis for the request. In such event, Contractor shall provide a proposed replacement candidate's resume within seven (7) Calendar Days of the date the requested replacement is made by the State.
4.   If substituting staff is acceptable by the State and permissible by this Agreement:
     a.   The Contractor shall submit an Add, Delete or Substitute Staff Request Form; a completed Staff Resume Table, signed Staff Reference Forms, from all references listed on the Staff Resume Table to validate the experience listed and any required degrees. The request and the completed documents shall be provided to the DHHS Contract Manager for review and approval. DHHS will provide a disposition of the request and related materials within ten (10) business days after receipt of these documents. However, addition of staff may require an amendment to this Agreement.
     b.   The Contractor and DHHS Contract Manager shall negotiate a staff start time which is agreeable to both Parties.
5.   If the addition, substitution and/or deletion does not increase the total cost of the Agreement, an amendment may not be required to make this change to the Agreement.

VI. STAFF EXPERIENCE AND REFERENCES

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled Service Manager

MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	The Service Manager shall have at least three (3) years of Full-Time Equivalent (FTE) experience as the primary person responsible for the delivery, ongoing success, and continuous improvement on at least two (2) agile software projects or platform(s).	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
2	The Service Manager shall have at least three (3) years of FTE experience managing software development and design in an agile environment.	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
3	The Service Manager shall have at least three (3) years of FTE management experience creating product descriptions and delivery plans.	a. Company Name: Project Name: Time Period:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled Service Manager

MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*		Relevant Experience Description Staff's role and description of the relevant experience on the project(s).		Reference Contact Contact Name, Company Name, Phone Number, and Email	
			Percentage of Time:				
			Company Name:		Role:		Contact Name:
			Project Name:				Company Name:
		b.		b.	Description of relevant experience:	b.	Phone Number:
			Time Period:				Email:
			Percentage of Time:				
		Total Duration:					

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled UI/UX Designer

MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	Three to five years of experience working in IT, preferably as an user experience/user interface designer, human factors engineer, animation, or comparable roles;	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
2	Broad experience in translating business and functional requirements into technical specifications;	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
3	Experience with wireframe prototyping tools such as Axure, Sketchflow or Balsamiq, and equivalents;	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled UI/UX Designer

MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*		Relevant Experience Description Staff's role and description of the relevant experience on the project(s).		Reference Contact Contact Name, Company Name, Phone Number, and Email	
		b.	Company Name: Project Name: Time Period: Percentage of Time:	b.	Role: Description of relevant experience:	b.	Contact Name: Company Name: Phone Number: Email:
		Total Duration:					
4	Experience working in an agile development cycle; Experience with risk taking.	a.	Company Name: Project Name: Time Period: Percentage of Time:	a.	Role: Description of relevant experience:	a.	Contact Name: Company Name: Phone Number: Email:
		b.	Company Name: Project Name: Time Period: Percentage of Time:	b.	Role: Description of relevant experience:	b.	Contact Name: Company Name: Phone Number: Email:
		Total Duration:					
5	Experience with risk taking.	a.	Company Name: Project Name: Time Period: Percentage of Time:	a.	Role: Description of relevant experience:	a.	Contact Name: Company Name: Phone Number: Email:
		b.	Company Name: Project Name: Time Period: Percentage of Time:	b.	Role: Description of relevant experience:	b.	Contact Name: Company Name: Phone Number: Email:

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled UI/UX Designer

MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
		Total Duration:		

	Bidder Name:	
	Proposed Staff's Name:	
	Role:	Delivery Manager (Scrum Master)

MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	The Delivery Manager (Scrum Master) shall have at least three (3) years of FTE experience managing and delivering on at least two (2) agile software projects or platform(s) that are similar in scope to this Work Order.	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
2	The Delivery Manager (Scrum Master) shall have at least three (3) years of FTE of management experience delivering complex digital projects in an agile environment.	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
3	The Delivery Manager (Scrum Master) shall have at least three (3) years of FTE experience serving as a client's direct point of contact.	a. Company Name: Project Name: Time Period:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:

	Bidder Name:	
	Proposed Staff's Name:	
	Role:	Delivery Manager (Scrum Master)

MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
		Percentage of Time:		
		Company Name:	Role:	Contact Name:
		Project Name:		Company Name:
		b.	b. Description of relevant experience:	b. Phone Number:
		Time Period:		Email:
		Percentage of Time:		
		Total Duration:		
4	The Delivery Manager (Scrum Master) shall hold a certification related to Scrum (e.g., Certified Scrum Master® [CSM]).	Company Name:	Role:	Contact Name:
		Project Name:		Company Name:
		a.	a. Description of relevant experience:	a. Phone Number:
		Time Period:		Email:
		Percentage of Time:		
		Company Name:	Role:	Contact Name:
		Project Name:		Company Name:
		b.	b. Description of relevant experience:	b. Phone Number:
		Time Period:		Email:
		Percentage of Time:		
		Total Duration:		

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled Lead Cloud App Developer

MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	The Lead Cloud App Developer shall have at least two (2) years of FTE experience leading the development of at least two (2) projects that are similar in scope to this Work Order.	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
2	The Lead Cloud App Developer shall have at least five (5) years of FTE experience developing and deploying backend web applications in an agile environment.	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled Lead Cloud App Developer

MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
		Company Name: Project Name: b. Time Period: Percentage of Time:	Role: b. Description of relevant experience:	Contact Name: Company Name: b. Phone Number: Email:
		Total Duration:		
3	The Lead Cloud App Developer shall have at least three (3) years of FTE experience in each of the following: a. Developing web applications using industry leading languages. b. Developing and consuming web-based, RESTful APIs; c. Writing web applications using a test-driven deployment approach; d. Developing and executing automated unit, integration, and acceptance tests; and e. Developing backend web applications that integrate with relational and non-relational database systems.	Company Name: a. Project Name: Time Period: Percentage of Time:	Role: a. Description of relevant experience:	Contact Name: a. Company Name: Phone Number: Email:
		b. Company Name:	b. Role:	b. Contact Name:

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled Lead Cloud App Developer

MQ #	Mandatory Qualifications	**Project Description** Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	**Relevant Experience Description** Staff's role and description of the relevant experience on the project(s).	**Reference Contact** Contact Name, Company Name, Phone Number, and Email
		Project Name:		Company Name:
			Description of relevant experience:	Phone Number:
		Time Period:		Email:
		Percentage of Time:		
		Total Duration:		

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled Cloud App Developer 1

MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	Each Cloud App Developer shall have at least two (2) years of FTE experience with delivery of complex digital projects in an agile environment.	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
2	Each Cloud App Developer shall have at least two (2) years of FTE experience in at least one of the following, and between all team members each of the following must be covered: a. Developing web applications using Industry leading development languages b. Writing the back-ends of modern web applications; c. Developing and consuming web-based, RESTful APIs; d. Writing web applications using a test-driven deployment approach; e. Developing and executing automated unit, integration, and acceptance tests; f. Configuring and executing load and performance testing; g. Configuring and integrating enterprise user authentication	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled Cloud App Developer 1

M Q #	Mandatory Qualifications	**Project Description** Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	**Relevant Experience Description** Staff's role and description of the relevant experience on the project(s).	**Reference Contact** Contact Name, Company Name, Phone Number, and Email
	tools; including Developing with and Implementing industry leading IDP's such as Microsoft Azure AD.			
h.	Developing backend web applications that integrate with relational and non-relational database systems;			
i.	Handling large data sets and scaling their storage; and			
j.	Developing backend web applications that use scalable search technology.			

	Bidder Name:	
	Proposed Staff's Name:	
	Role:	Agile Skilled Cloud App Developer 2

MQ #	Mandatory Qualifications	**Project Description** Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	**Relevant Experience Description** Staff's role and description of the relevant experience on the project(s).	**Reference Contact** Contact Name, Company Name, Phone Number, and Email
1	Each Cloud App Developer shall have at least two (2) years of FTE experience with delivery of complex digital projects in an agile environment.	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
2	Each Cloud App Developer shall have at least two (2) years of FTE experience in at least one of the following, and between all team members each of the following must be covered: a. Developing web applications using industry leading development languages and frameworks b. Writing the back-ends of modern web applications; c. Developing and consuming web-based, RESTful APIs;	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled Cloud App Developer 2

M Q #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
	d. Writing web applications using a test-driven deployment approach; e. Developing and executing automated unit, integration, and acceptance tests; f. Configuring and executing load and performance testing; g. Configuring and integrating enterprise user authentication tools; including Developing with and Implementing industry leading IDP's such as Microsoft Azure AD. h. Developing backend web applications that integrate with relational and non-relational database systems; i. Handling large data sets and scaling their storage; and j. Developing backend web applications that use scalable search technology.	***Total Duration:***		

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled Cloud App Developer 3

MQ#	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	Each Cloud App Developer shall have at least two (2) years of FTE experience with delivery of complex digital projects in an agile environment.	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
2	Each Cloud App Developer shall have at least two (2) years of FTE experience in at least one of the following, and between all team members each of the following must be covered: a. Developing web applications using industry leading languages and frameworks b. Writing the back-ends of modern web applications; c. Developing and consuming web-based, RESTful APIs; d. Writing web applications using a test-driven deployment approach; e. Developing and executing automated unit, integration, and acceptance testing;	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled Cloud App Developer 3

M Q #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
	f. Configuring and executing load and performance testing; g. Configuring and integrating enterprise user authentication tools; including Developing with and Implementing industry leading IDP's such as Microsoft Azure AD. h. Developing backend web applications that integrate with relational and non-relational database systems; i. Handling large data sets and scaling their storage; and j. Developing backend web applications that use scalable search technology.			

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled Cloud App Developer 4

M Q #	Mandatory Qualifications	**Project Description** Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	**Relevant Experience Description** Staff's role and description of the relevant experience on the project(s).	**Reference Contact** Contact Name, Company Name, Phone Number, and Email
1	Each Cloud App Developer shall have at least two (2) years of FTE experience with delivery of complex digital projects in an agile environment.	a. Company Name: Project Name: Time Period: Percentage of Time: b. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience: b. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email: b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
2	Each Cloud App Developer shall have at least two (2) years of FTE experience in at least one of the following, and between all team members each of the following must be covered: a. Developing web applications using Industry leading languages and frameworks b. Writing the back-ends of modern web applications; c. Developing and consuming web-based, RESTful APIs; d. Writing web applications using a test-driven deployment approach; e. Developing and executing automated unit, integration, and acceptance tests; f. Configuring and executing load and performance testing;	a. Company Name: Project Name: Time Period: Percentage of Time: b. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience: b. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email: b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled Cloud App Developer 4

M Q #	Mandatory Qualifications	**Project Description** Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	**Relevant Experience Description** Staff's role and description of the relevant experience on the project(s).	**Reference Contact** Contact Name, Company Name, Phone Number, and Email
	g. Configuring and integrating enterprise user authentication tools; including Developing with and Implementing industry leading IDP's such as Microsoft Azure AD. h. Developing backend web applications that integrate with relational and non-relational database systems; i. Handling large data sets and scaling their storage; and j. Developing backend web applications that use scalable search technology.			

		Bidder Name:	

Bidder Name:		
Proposed Staff's Name:		
Role:	Agile Skilled Cloud App Developer 5	

M Q #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	Each Cloud App Developer shall have at least two (2) years of FTE experience with delivery of complex digital projects in an agile environment.	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
2	Each Cloud App Developer shall have at least two (2) years of FTE experience in at least one of the following, and between all team members each of the following must be covered: a. Developing web applications using industry leading languages and frameworks b. Writing the back-ends of modern web applications; c. Developing and consuming web-based, RESTful APIs; d. Writing web applications using a test-driven deployment approach; e. Developing and executing automated unit, integration, and acceptance tests; f. Configuring and executing load and performance testing; g. Configuring and integrating enterprise user authentication tools; including Developing with and Implementing industry leading IDP's such as Microsoft Azure AD.	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled Cloud App Developer 5

M Q #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
	h. Developing backend web applications that integrate with relational and non-relational database systems; i. Handling large data sets and scaling their storage; and j. Developing backend web applications that use scalable search technology.			

	Bidder Name:	
	Proposed Staff's Name:	
	Role:	Agile Skilled DevOps Engineer

MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	The DevOps Engineer shall have experience as a DevOps Engineer in at least two (2) Digital Service developments similar in scope to the Word Order scope of services.	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
2	The DevOps Engineer(s) shall have at least two (2) years of FTE experience with the implementation and delivery of complex digital projects in an agile environment.	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
3	The DevOps Engineer shall have at least one (1) year of FTE experience with each of the following: a. Developing and implementing	a. Company Name: Project Name: Time Period:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled DevOps Engineer

MQ #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
	Server configuration scripting; b. Implementing Configuration management tools (e.g., Ansible); c. Implementing Continuous deployment tools (e.g., Docker); d. Implementing Continuous integration tools (e.g., Jenkins); and e. Implementing Modern continuous monitoring tools.	Percentage of Time: Company Name: Project Name: b. Time Period: Percentage of Time:	Role: b. Description of relevant experience:	Contact Name: Company Name: b. Phone Number: Email:
		Total Duration:		

Bidder Name:	
Proposed Staff's Name:	
Role:	Agile Skilled SQL Server Database Administrator (Cloud App Developer)

M Q #	Mandatory Qualifications	Project Description Company Name, Project Name, Time Period *(MM/DD/YY - MM/DD/YY), and % of time*	Relevant Experience Description Staff's role and description of the relevant experience on the project(s).	Reference Contact Contact Name, Company Name, Phone Number, and Email
1	The SQL Server Database Administrator (Cloud App Developer) shall have at least five (5) years of FTE experience as a MS SQL Server Database Administrator responsible for the following: a. MS SQL Server database administration, MS SQL Server database configuration, MS SQL Server data replication, MS SQL Server utilities, MS SQL Server resource monitoring; b. MS SQL Server static and dynamic SQL; and c. MS SQL Server database backup, recovery, performance tuning, configuration and design.	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		
2	The SQL Server Database Administrator (Cloud App Developer) shall have at least one (1) year of SQL Server database administration experience with SQL Server v 9.1 or greater on z/OS.	a. Company Name: Project Name: Time Period: Percentage of Time:	a. Role: Description of relevant experience:	a. Contact Name: Company Name: Phone Number: Email:
		b. Company Name: Project Name: Time Period: Percentage of Time:	b. Role: Description of relevant experience:	b. Contact Name: Company Name: Phone Number: Email:
		Total Duration:		

Each Project Description, Relevant Experience Description and Reference Contact should be tied together with a lower case letter, as it appears in the previous Example (*add "b", "c", etc. as necessary*). Reference contacts should be able to validate the experience provided.