## Attachment 2: Narrative Questions Regarding Software Solution

As referenced in RFP Section 4.5, Tab 5 of the Offeror’s proposal must provide a concise response to each question or informational request included in Attachment 2. Where noted, Offeror may provide appendices to respond to requests. Please repeat the question and follow the numbering scheme used in Attachment 2 to identify the question and related response. **There is a page limit of 40 pages, using no less than 12- point font, one-half (1/2) inch margins, and at least one space between paragraphs, for Offeror responses to narrative questions.**

**Proposed GMS Software Applications**

1. Provide an overview of the Offeror’s comprehensive software solution, modules/ software proposed, and the integration of the modules proposed to meet the State’s requirements. This section is intended to be a high-level overview of the product(s) offered.
2. Provide business process diagrams that represent the major business processes of the proposed solution. The documentation must include clear descriptions of the Offeror’s proposed workflows, business rules, user roles, etc. for the major business processes.

**Grant Preparation**

1. Describe how the proposed solution supports the preparation, revision and approval of grant program plan documents.

**Grant Notification**

1. Describe how the proposed solution prepares and publishes notification of grants. In your answer, describe the scope and number of media and official journals it may be published.

**Intake of Applications and Relationship Management**

1. Describe generally how the proposed solution performs intake of applications and correspondence with the applicant. Include in your answer how an applicant accesses the software, how the application and attachments are received, how correspondence is accomplished, and whether the solution can determine and notify an applicant regarding the completeness of the application.

**Grant Evaluation**

1. Describe generally how the proposed solution performs, processes, and/or supports grant evaluation.

**Data Collection**

1. Describe generally the data collection capabilities of the proposed solution. In your answer, describe whether and how the proposed solution allows for the collection of data for VOCA, VOCA Subrecipient Award Reports (SAR’s), and FVPSA grants as shown in the data collection examples shown on Appendix [A](https://www.sco.idaho.gov/Documents/RFP%20Grant%20Solutions%20Mngmt%20System/Appendix%20A%20-%20VOCA%20Data%20Example.pdf), [B](https://www.sco.idaho.gov/Documents/RFP%20Grant%20Solutions%20Mngmt%20System/Appendix%20B%20-%20VOCA%20SARs%20Data%20Collection%20Example.pdf), and [C](https://www.sco.idaho.gov/Documents/RFP%20Grant%20Solutions%20Mngmt%20System/Appendix%20C%20-%20FVPSA%20Data%20Collection%20Example.pdf).

**Self-Service/Mobile Capabilities**

1. Please describe the overall approach to self-service functionality (e.g., manager, employee, vendor) embedded in the proposed solution.
2. Describe Offeror’s strategy and software compatibility with mobile devices, including iOS, Android, or other mobile/tablet/platform such as kiosks, bar code scanners, and hand-held terminals. Describe which mobile operating systems are supported with native apps and if a mobile/responsive version of the application exists.
3. Describe common functions or applications that can be accessed on these mobile platforms in the delivered solution, including common uses for the alternative platforms. Additionally, provide a high-level overview of what features/functions cannot be accessed via a native app or a mobile version of the application.

**Data Storage and Management**

1. Describe how the proposed solution monitors use and data thresholds and provides alerts to the state. In your answer, describe the monitoring and alert system along with any elements that are configurable to meet the business needs of the state.
2. Describe whether and how the proposed solution allows the state to surpass standard service use and data storage limits. In your answer, describe the notification process and any related costs that are triggered in the event the state would exceed its limits.
3. Describe whether the proposed solution allows for a path for bulk data export from the services. In your answer, describe any assistance that the Offeror will need to provide if a bulk data export is required and any related costs.
4. Describe whether the proposed solution allows for the State to set document and records retention. In your answer, describe how records retention functionality works and its flexibility to set different retention periods for different records.
5. Describe your strategies in the proposed solution to ensure state data is protected and available 24/7. The discussion should include but not be limited to items such as: multiple data centers, uninterrupted power, data fall back procedures, etc. Also include a description of the data backup methodology and schedule(s) that will be applied to protect state data.
6. Describe the location of the data centers and any certifications they may have. Include in your answer, whether the solution offers a FEDRAMP-certified "GovCloud." If not, please verify whether the state’s data can be stored ONLY in US-based datacenters and whether support personnel/engineers are US-based.

**Identity/Roles Requirements**

1. Describe how the administrative interface of the solution works. In your answer, Offeror must provide how a state administrator can create, manage, and delete user accounts. Describe whether and how the interface is supported for use in Google Chrome, Microsoft Edge and other browsers.
2. Describe how the system provides authorization policy management so an administrator from the State can maintain groups, privileges, and roles without having to rely on administrative IT staff.
3. Describe how the web functionality of the proposed solution works for state internal users and external users (i.e., grant applicants & subrecipients) and if it requires the installation of any vendor plugins or software.
4. Describe whether the system provides directory synchronization that will create, update, disable or delete user accounts based on an enterprise directory. In your answer, please describe the process and whether it creates and retains a change log that can be accessed.
5. Describe weather and how the proposed solution supports: SAML 2.0 federation, and specifically permit IDP-initiated SSO/SAML. In your answer, describe whether it supports other federation standards.

**Data Analytics and Reporting**

1. Describe the delivered analytics/reporting functionality of the solution and how the State could leverage that technology to best address its reporting needs. Offeror shall address the following:

* Data analytics and reporting capabilities inherent in the solution and additional data analytics/reporting tools that may help the State further its analytics/reporting strategy;
* Use of third-party business intelligence tools (e.g., Cognos, Business Objects) to retrieve and report on system data;
* Ability for authorized users to modify delivered reports or create custom reports and queries of data stored in the solution;
* Ability to leverage the State’s considerable investment and experience in the use of Cognos, Business Objects, or Tableau reporting tools; and
* Any limitations or governors in place to limit data transfers, if applicable.

**Software Maintenance and Customer Support Services**

1. Offeror should describe the proposed maintenance and support plan, including general service-level commitments offered under this support agreement. Maintenance and support information should outline the following:

• Comprehensive customer support strategy;

* Definition of the level of proposed support. If alternative maintenance and support plan levels exist (e.g., platinum, gold, silver), provide a description of each alternative plan available to the State;

• Telephone support (e.g., toll-free support hotline, hours of operation, availability of 24 x 7 hotline);

• Online support (e.g., “Web chat”, ability to submit and check status of issues, remote dial-in, website access to patches, fixes and knowledge base);

• Offshore support, if any, that would be used to support the State (e.g., “follow the sun” strategy);

• What level of access do support personnel have to the underlying data of the State;

• Ability to limit support personnel access to only those residing in the United States;

• Problem reporting, resolution and escalation procedures (e.g., severity levels and response time commitments at each severity level);

• Process for requesting a new single point of contact, if the State desires such; and

• Any recent independent assessments of customer support.

**Software Updates**

1. Offeror should describe its update strategy for the proposed software, an overview of its update history, what support capabilities and tools are provided to facilitate the update process, and the number of software versions that are currently supported.
2. The Offeror should also explain how its update process affects user-defined fields, user-defined tables, and other configuration items. Are there any assurances that updates will not break existing configurations and/or supported interfaces? How are release notes provided to the user community, and when do the release note come available?
3. What is the typical new functionality release schedule? Does this include the core system and native mobile apps?
4. Describe the release process for new functionality. How are they tested? How are these managed and migrated to production? Are clients forced to take updates and, if so, how often?
5. Describe the process for bug fixes. What is the SLA commitment for how quickly bugs will be identified and resolved, or a workaround implemented?

**System Integration Architecture**

1. Describe the technical infrastructure of the proposed software solution, particularly how it will be integrated with the State’s financial management systems to ensure reconciliation of payments and accounts and any other required system platforms. Include in your answer whether the proposed solution can interface directly with Infor Cloudsuite Finance and Supply Management via ION API/REST API, or if it is able to exchange information via SFTP delimited files.
2. Provide documentation containing the information required to work with the API of the proposed solution. The documentation must include, but not be limited to, details about the functions, classes, return types, arguments, and supported authentication and authorization mechanisms. Include discussion of the framework of the standards, tools, and protocols (e.g. .JSON, XML, etc.) used to exchange data with other systems.
3. Do any integrations need to be developed between any system functions or between the proposed system and the State’s financial management systems (e.g., interfaces or ETLs)?

**Security Architecture**

1. Describe how the system will comply to NIST security standards. <https://csrc.nist.gov/publications/detail/sp/800-53/rev-5/final>

**Implementation and Training**

1. Describe the involvement and support the State can expect from the Offeror during the implementation of the proposed GMS solution? In your response, please describe the implementation services proposed to be provided in connection with the cost proposal submitted for implementation services.
2. Describe the training that is being offered in the proposal. Include in your answer the type of training (i.e., live, virtual, video instruction, etc.) to all users, including both state staff and subrecipient staff. Describe the flexibility of dates and times for offered training and any special requirements or limitations. Describe the training that is proposed in the cost proposal in Section 5, and how training will be updated or sustained as new state and subrecipient staff are added and changes and improvements to the solution are released.

**Optional Products/Services**

1. In addition to the requirements and other specifications in this RFP, the State is willing to consider any alternative or innovative products, services or approaches from the Offeror that would result in improved outcomes, better functionality, lower cost and/or lower risk to the State. These might include different products or approaches to the integration of a GMS solution with other systems, or any other aspect where the Offeror could deliver value to the State. The State invites the Offeror to concisely describe these suggested products or service here. Any product or service presented in response to this section must be an optional added-value component, and not required to meet a requirement or specification from this solicitation. The State may or may not consider any proposed alternatives. The costs associated with any of these options must be presented on Cost Worksheet 5, Optional Costs, as described in Section 5.3.5.