

# **Attachment A**

## **Forms**

### **Request for Proposal Number 4877 Z1**

**Bidders are required to complete all forms provided in this attachment**

**Forms A.1 is to be included as part of the Technical proposal.**

**Forms A.2 through A.3 are to be submitted as the Cost Proposal**

#### **Form A.1 Requirements Traceability Matrix**

*Form A.2 will not be scored*

#### **Form A.2 Optional Service Matrix**

## Form A.1

### Requirements Traceability Matrix (RTM)

#### Request for Proposal Number 4877 Z1

Each of the items in the Detailed Technical Requirement Matrix in the table below requires a response of one of the following options: "Bidder", "Subcontractor/Affiliate", "3rd Party", and "No". Bidders must respond to the Detailed Requirements Matrix using the matrix format provided and must not change the order of the requirements.

The RTM must indicate how the bidder intends to comply with the requirement and the effort required to achieve that compliance. It is not sufficient for the bidder to simply state that it intends to meet the requirements of the RFP. The Department will consider any such response to the requirements in this RFP to be non-responsive. The narrative should provide the Department with sufficient information to differentiate the bidder's technical solution from other bidders' solutions. Explain each response and describe how the proposed solution meets each requirement.

Only one box may be checked per requirement. If Oral Interviews/Presentations and/or Demonstrations are requested, you may be asked to demonstrate each item marked as "Bidder" or "Subcontractor/Affiliate".

The Bidder Response box should be completed if the response to the requirement is "Bidder", "Subcontractor/Affiliate", or "3rd Party". Bidders may also use it with "No" responses if desired. Bidders must provide a response directly in the matrix, using as much space as needed. Below is a brief definition of each response option. Bidders should carefully read the response definitions as these responses, as well as the entire response to this RFP, will become part of any resulting contract with the awarded contractor.

Bidder	Yes, requirement is met and demonstrable in the current release of the product(s) proposed in the bidder's response to this RFP, without manipulation of fields, forms, or the need to add fields or tables to the system.
Subcontractor/ Affiliate	This requirement is met through the use of a Subcontractor or Affiliate with whom the Bidder works to provide a fully functional product and which is included as part of this proposal. Costs associated with Subcontractor or Affiliate products used to satisfy any requirement must be included in the fixed price cost of the proposed solution.
3rd Party	This requirement is met through the use of a 3rd Party Vendor's product, which is included as part of this proposal. Costs associated with 3rd Party products used to satisfy any requirement must be included in the fixed price cost of the proposed solution.
Not Available	No, the requirement is not or cannot be met by the product(s) included in the proposed solution. A response of "No" to a requirement does not eliminate the bidder's proposal from consideration. All proposals meeting the mandatory requirements set forth in Section II.N will be evaluated and scored by the evaluation committee. The "No" option is also appropriate when a requirement can be met through a separate module or if the module is not included in the fixed price cost proposal. In the above scenario, it is recommended that the bidder note this in the "response/description" section of the Optional Service (Form A.2).

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
	<p><b>VISION FOR THE PORTAL CONTRACT</b></p> <p>The State is looking for a Contractor to:</p> <ul style="list-style-type: none"> <li>• manage the Portal in a manner that promotes data sharing capability and environment among local, county, and state government,</li> <li>• collaborate with the State to enhance services,</li> <li>• leverage skills, applications, and tools from past corporate experience,</li> <li>• show initiative in bringing in new ideas, technologies, and functionality to the State,</li> <li>• explore options for expanding the Portal and its services to citizens and businesses, identify an overall strategy to meet the State of Nebraska’s e-government goals, and</li> <li>• propose specific projects and activities to enhance and improve the Portal.</li> </ul>				
RTM-1	The Bidder should identify projects and activities to clearly show the benefits and vision the Bidder will bring to the State. Bidders should highlight the value-added benefits their organization can provide based on their work with other clients, other state or local governments, or other corporate business partnerships.				
Bidder Response:					
RTM-2	The Bidder should describe a reasonable approach and project a timeframe for accomplishing this vision.				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
	<p><b>BUSINESS PLAN</b> The Bidder will include a business plan in the bid response which lays out the Bidder's vision for the initial term of the contract. Portal operations and development shall generally be in accordance with the Bidder's business plan. Contractor shall formally present its first annual working business plan to the State within 90 days after the start of the contract and present an updated business plan annually thereafter.</p>				
RTM-3	<p><b>Base Scope of Work</b> - The Bidder must identify all the services that will be provided, including maintenance of existing services and any proposed new services, for the revenue stream as detailed and clarified in Appendix B. Each application, service, maintenance, or enhancement activity must be identified as well as an approximate project timeline for any new activities or services.</p>				
Bidder Response:					
RTM-4	<p><b>Future Revenue Based Services Proposal</b> - The Bidder will propose new revenue generating services.</p>				
Bidder Response:					
RTM-5	<p><b>Plan for Balancing Revenue and Non-Revenue Generating Services</b> The Bidder must submit a plan for ensuring a mix of revenue and non-revenue generating services while remaining consistent with the funding requirements identified in this RFP. All new services will be subject to approval by the State.</p>				
Bidder Response:					
RTM-6	<p><b>Accounting</b> - The Bidder must describe the accounting system that will be used in the operation of the Portal - books of original entry, subsidiary ledgers, general ledger, and audit trail through financial statements.</p>				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
<b>BUSINESS PLAN (cont.)</b>					
RTM-7	<b>Expense Projections</b> – The Bidder must provide detailed expense projections for operating the Portal for the initial contract period. All expenses, including both overhead and direct project costs, are to be included in these projection schedules. Project an estimate of amortized costs of hardware, software, and fixtures, and other operating costs, including payments to Partners as applicable, by category for each year of initial contract period.				
Bidder Response:					

RTM-8	<b>Online and Electronic Payment Functions</b> - The Bidder will describe their ability to accept online and electronic payments including ACH transactions and credit and debit card services through the processor selected by the State Treasurer and Director of Administrative Services.				
Bidder Response:					
RTM -9	<b>Marketing</b> - The Bidder will provide a separate marketing plan.				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
	<b>PROJECT PLANNING AND MANAGEMENT</b> - The State shall establish guidelines and procedures for the selection and prioritization of projects undertaken by the Contractor pursuant to the Contract. The Contractor shall prepare on a quarterly basis, or as otherwise requested by the State, a report listing projects currently being worked on by the Contractor, such report shall include a summary of the projects and an estimated timeline for completion of the projects.				
RTM-10	Project management procedures shall be outlined in the Bidders proposal and shall address: <ul style="list-style-type: none"> <li>• Project Approach Statement</li> <li>• Scope of Work Document</li> </ul>				

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
	<ul style="list-style-type: none"> <li>• Work Breakdown Structure</li> <li>• Project Schedule</li> <li>• Milestones and Deliverables Statement</li> <li>• Risk Assessment and Risk Mitigation Strategies</li> <li>• Resource Plan</li> <li>• Change Control Plan</li> <li>• Communication Plan</li> <li>• Project Acceptance and Signoff Form</li> <li>• Project Closeout and Lessons Learned Processes.</li> </ul>				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
	<p><b>STAFFING REQUIREMENTS</b></p> <p>The Contractor must have staff with the ability to meet with Partners on a regular basis in order to identify new applications, report on work progress and general Portal issues, and develop and test approved projects with Partners, as well as market those developed applications to citizens and businesses. All contracted work will be performed in the United States.</p>				
RTM-11	The Bidder will provide an organization chart of the proposed staffing with minimum staff levels by position.				
Bidder Response:					
RTM-12	The Bidder will provide a staffing plan, broken down by position/skill level, required for the initial contract period.				
Bidder Response:					
RTM-13	The Bidder shall provide a staff skills matrix to summarize relevant experience of the proposed staff to include both Bidder and subcontractor personnel.				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
	<p><b>PROJECT REQUIREMENTS</b></p> <p>The Contractor must maintain several types of information and administrative processes to support the Portal. Files are maintained for each customer account, interagency agreements for services to be provided to Partners by the Portal, agreements with statewide associations for whom the Portal provides services, and other agreements necessary for Portal operation. Customer information, including account details, billing and payment information, and individual transaction logs, are maintained in a secure database.</p>				
RTM-14	The Bidder will describe how they propose to provide interactive electronic access for citizens to public information via a gateway service.				
Bidder Response:					
RTM-15	The Bidder will describe how they propose to report to the State the activities required by the State to meet their oversight responsibilities.				
Bidder Response:					
RTM-16	The Bidder will describe how they propose to serve in an advisory capacity to the State regarding the provision of State information to citizens and businesses of Nebraska.				
Bidder Response:					
RTM-17	The Bidder will describe how they propose to assist the State in seeking advice from the general public, its subscribers, professional associations, academic groups and institutions, and individuals with knowledge of an interest in areas of networking, electronic mail, public information access, gateway services, add-on services, and electronic filing of information.				
Bidder Response:					
RTM-18	The Bidder will describe how they propose to develop recommendations for charges (to be approved by the State) with advice and consent of the Partner providing the services to the public, which include the actual cost of providing such services.				
Bidder Response:					
RTM-19	The Bidder will describe how they propose to comply with all audit requirements.				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
<b>PROJECT REQUIREMENTS (cont.)</b>					
RTM-20	The Bidder will describe how they propose to work with Partners identified for inclusion in the Portal as necessary to help make their public records accessible.				
Bidder Response:					
RTM-21	The Bidder will describe how they propose to procure, develop, or adapt system software, which provides a user interface that is consistent across services. User interfaces must be designed in such a way as to facilitate ease of learning and use.				
Bidder Response:					
RTM-22	The Bidder will describe how they propose to provide a system that is accessible to end users running popular, widely available standards-based browsers such as Microsoft Internet Explorer, Safari, Firefox, and Chrome as well as mobile web applications on PDAs and telecommunications software and devices.				
Bidder Response:					
RTM-23	The Bidder will describe how they propose to direct and supervise the day-to-day operations and expansion of the gateway and Portal, including any preliminary work needed to ensure uninterrupted Portal operations.				
Bidder Response:					
RTM-24	The Bidder will describe how they propose to keep a record of all gateway, Portal, and related operations in a format and medium approved by the State, which record shall be the property of the State and shall maintain, and be a custodian of, all financial, and operational records, documents, and papers filed with the State.				
Bidder Response:					
RTM-25	The Bidder will describe how they propose to supply training and applicable instruction material to system users.				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
<b>TECHNICAL CUSTOMER AND USER SUPPORT</b>					
RTM-26	The Bidder will describe how they propose to provide customer service and help desk options for both Partner staff and end users of Contractor services, including adequate full-time staff whose primary responsibility is to address user, subscriber, and Partner support issues. Customer service will include in-person service and a toll-free number for users to call for support assistance during regular business hours, 8:00 A.M. to 6:00 P.M. Central Time.				
Bidder Response:					
RTM-27	The Bidder will describe how they propose to provide customer service representatives who will field all payment inquiries from subscribers and the public.				
Bidder Response:					
RTM-28	The Bidder will describe how they propose to offer online live help 24 hours per day. This service must allow users to contact a live help representative online at any time of the day or night. The service must be staffed by the Contractor representatives during regular business hours with afterhours support provided by the Contractor or OCIO.				
Bidder Response:					
RTM-29	The Bidder will describe how they propose to provide after-hours technical service, and all services must be proactively monitored 24/7.				
Bidder Response:					
RTM-30	The Bidder will describe how they propose to respond to online survey comments, webmaster questions, and idea box submissions which are posted by online users. The support staff must answer or direct the communication to the appropriate Partner or Contractor's staff member.				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
	<b>RECOVERY SITE</b>				
RTM-31	The Bidder must describe their plan to establish a recovery site located at the State of Nebraska's OCIO data center facility. This plan will include a detailed description of the hardware, network, security, software requirements, and estimated effort in terms of Contractor and State staff hours				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
	<b>TECHNICAL REQUIREMENTS</b> - Contractor will be responsible during the term of this Contract for maintaining Portal hardware and software.				
RTM-32	<b>BUSINESS CONTINUITY PLANNING AND DISASTER RECOVERY</b> The Bidder will describe how they propose to provide two Data Centers, a primary site and a secondary site, as bi-directional or fail over ready sites. The Bidder will describe how they propose to provide, update, document, and test quarterly the backup, failover, and disaster recovery procedures.				
Bidder Response:					
RTM-33	<b>PERFORMANCE MONITORING AND PROBLEM RESOLUTION</b> The Bidder will describe how they propose a plan for performance monitoring and problem resolution to meet the system availability requirements given the following requirements: <ul style="list-style-type: none"> <li>• 24 hours a day, 7 days a week, allowing for reasonable time for Portal maintenance,</li> <li>• provide not less than twenty-three and three quarters (23.75) hours (with the allowed .25 hour downtime to occur only in the hours of 2:00 AM to 4:00 AM Central Time), seven (7) days a week,</li> <li>• sub-second response time,</li> <li>• utilize redundant network connections,</li> <li>• offer backup power via redundant power sources, including</li> </ul>				

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
	batteries and diesel-powered generators, <ul style="list-style-type: none"> <li>• protect the physical security of facility through bio-security and other leading-edge technology,</li> <li>• provide burstable bandwidth up to 100Mbps, and</li> <li>• employ on-demand server capacity through virtualization technology.</li> </ul>				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
<b>TECHNICAL REQUIREMENTS (cont.)</b>					
RTM-34	<b>PLATFORM</b> The Bidder will describe a platform design which will: <ul style="list-style-type: none"> <li>• employ two load-balanced firewalls and traffic routed through a redundant load balancing system with automatic failover,</li> <li>• provide Secure Sockets Layer (SSL) encryption for the Portal web servers,</li> <li>• distribute the load to application servers running on enterprise-class operating systems, and</li> <li>• monitor traffic by web application firewalls that offer additional security targeting layer 7 traffic of the Portal.</li> </ul>				
Bidder Response:					
RTM-35	<b>DEVELOPMENT EXPERTISE</b> The Bidder will describe how they propose to provide development expertise in: <ul style="list-style-type: none"> <li>• staff with programming knowledge in PERL, Groovy, PHP, JAVA, and .NET,</li> <li>• virtualization technologies,</li> <li>• scanning for vulnerabilities, and</li> <li>• analysis and programming activities shall be documented in accordance with OCIO or information provider standards.</li> </ul>				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
<b>TECHNICAL REQUIREMENTS (cont.)</b>					
RTM-36	<p><b>DATA STORAGE, REPLICATION, AND BACKUP</b></p> <p>The Bidder will describe their technology for data storage, replication, and backup to meet the following requirements:</p> <ul style="list-style-type: none"> <li>• must be located in the United States,</li> <li>• high-speed Storage Area Network (SAN) fabric,</li> <li>• data deduplication technology for backup, and</li> <li>• replicated offsite in real time.</li> </ul>				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
<b>TECHNICAL REQUIREMENTS (cont.)</b>					
RTM-37	<p><b>HOSTING ENVIRONMENT</b></p> <p>The Bidder will describe the technical architecture they are proposing to support the ongoing operation of the Portal with the following requirements:</p> <ul style="list-style-type: none"> <li>• provide clustered FTP servers to Partners who manage their websites hosted on the Portal,</li> <li>• independent, non-clustered development and test environment must be established that mimics the production environment, and</li> <li>• separate web servers, application servers, and database servers.</li> </ul> <p>If the Bidder is proposing or requiring the State to make any changes to their environment, or to purchase any new hardware or software, those items must be identified here along with estimated costs and enough detailed specifications so that the State can verify pricing.</p>				
Bidder Response:					
RTM-38	<p><b>MAINTENANCE</b></p> <p>The Bidder shall explain in detail how they will comply with maintenance requirements to include:</p>				

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
	<b>TECHNICAL REQUIREMENTS (cont.)</b>				
	<ul style="list-style-type: none"> <li>• normal and preventative maintenance that will be performed at times that shall not adversely impact daily operations,</li> <li>• monitor availability of upgrades offered by the hardware and software vendors of the interface equipment, and</li> <li>• interface and consult with all hardware and software vendors to identify and correct problems.</li> </ul>				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
	<b>SOFTWARE DESIGN REQUIREMENTS</b>				
RTM-39	<p>The Bidder will describe their proposed hardware and software to meet the following:</p> <ul style="list-style-type: none"> <li>• compatible with OCIO and Partner environments,</li> <li>• enable interactive exchange, and</li> <li>• adhere to all standards, policies, guidelines, and bulletins issued by NITC and the OCIO relative to participation in the use of the State's central computing and telecommunications facilities.</li> </ul>				
Bidder Response:					
RTM-40	The Bidder must acknowledge that the Portal will not contain any advertisements, endorsements, content, or hyperlinks to any commercial products or services.				
Bidder Response:					
RTM-41	<p>The Bidder will describe how the Portal will allow owners of content that changes regularly, such as schedules, agenda, and uploaded documents, to have direct access to their content for editing and the publishing of new content. Features must include:</p> <ul style="list-style-type: none"> <li>• A facility to automate an approval process for such changes.</li> <li>• A process that is customizable for individual circumstances.</li> </ul>				

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
	<ul style="list-style-type: none"> <li>Allow for access based on security settings defining various roles including site management, webmaster, editor, author, etc.</li> <li>Have the capacity to define new roles as needed.</li> </ul>				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
<b>SOFTWARE DESIGN REQUIREMENTS (cont.)</b>					
RTM-42	The Bidder will describe how they plan to make new applications accessible from desktops, tablets, and mobile devices. Bidder will acknowledge that when significant updates are made to existing applications, the application must be updated to be non-browser or platform specific and be accessible from desktops, tablets, and mobile devices.				
Bidder Response:					

RTM-43	The Bidder will describe their understanding of the NITC standards and acknowledge willingness to follow these standards.				
Bidder Response:					
RTM-44	The Bidder will describe their change management processes and how the State will be included in these processes.				
Bidder Response:					
RTM-45	The Bidder will describe their understanding of the State of Nebraska Records Retention Schedules standards and acknowledge their willingness to follow these standards.				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
	<b>OWNERSHIP AND LICENSING</b>				
RTM-46	The Bidder will describe their compliance with State ownership of software and documentation including source code used or developed under this contract.				
Bidder Response:					
RTM-47	The Bidder will describe how they propose to transition Third Party Software licenses to the State at contract end.				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
	<b>ESCROW</b>				
RTM-48	<p>The Bidder will describe their proposed escrow agent services which will include a copy of all items that are necessary for the operation and support of the Portal. The escrow agreement must include direction to the escrow agent to release all escrowed items at termination of the Contract. Escrow items at a minimum should include:</p> <ul style="list-style-type: none"> <li>• the Software source code and executables,</li> <li>• Third Party Software,</li> <li>• documentation for the source code,</li> <li>• Software architecture and design documentation,</li> <li>• operations documentation,</li> <li>• scheduling instructions,</li> <li>• all current and valid passwords and encryption keys, and</li> <li>• any other necessary or useful documentation.</li> </ul>				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
	<p><b>TRANSITION PLAN</b></p> <p>The Bidder must provide a generic transition plan that can apply at both the beginning of the Portal Contract or at the end of the Portal Contract that can be used whenever there is a change in Contractor Execution of the transition plan begins on the Contractor start date and ends no later than 12 months from that date. The transition plan will facilitate:</p> <ul style="list-style-type: none"> <li>• Transfer of all knowledge necessary to operate all Portal services;</li> <li>• Documentation of all necessary support processes, procedures, functions, and staffing requirements; and</li> <li>• Collaboration to effect an orderly transition of operational control.</li> </ul>				
RTM-49	<p>The transition plan should include:</p> <ul style="list-style-type: none"> <li>• project schedule with key milestones defined in terms of duration;</li> <li>• descriptions of approach to knowledge transfer, including capturing and preserving the knowledge necessary to maintain the functions, applications, and services of the Portal;</li> <li>• the resources and the time commitments for training and knowledge transfer activities;</li> <li>• measurements for proving the knowledge transfer is working effectively;</li> <li>• outline of procedures to be followed during the transition period, including a detailed plan by Partner and application, showing when processing of each will be transitioned to the successor Contractor's operations over the 12 month transition period with no interruptions or service degradation;</li> <li>• roles and responsibilities as they relate to Portal transition;</li> <li>• detailed headcount projections with job skills within each area of operational responsibility;</li> <li>• point of contact and procedures for managing problems or issues during the transition period;</li> <li>• transition test plan and procedures;</li> <li>• communication plan;</li> <li>• risk mitigation plan and strategy; and</li> <li>• contingency plan for failed transition</li> </ul>				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
<b>REPORTING REQUIREMENTS</b>					
RTM-50	<p>The Bidder must acknowledge they are able to provide the following reports as noted and develop reports as requested.</p> <p>Annually</p> <ul style="list-style-type: none"> <li>Commercially Audited company financials</li> <li>Business Plan</li> <li>Data center comprehensive annual certification</li> </ul> <p>Quarterly</p> <ul style="list-style-type: none"> <li>Management Report - progress reports on projects under way, and various marketing efforts. Statistical reports must be provided on Portal traffic and hit counts</li> <li>Business plan assessment to include number of hours spent on revenue-generating vs. non-revenue generating projects (work by project) and anticipated projects over the next quarter (same breakdown)</li> <li>Financials outlining volume and revenue details for each service</li> <li>Disaster recovery test results</li> <li>Results of external and internal scans on the entire infrastructure</li> </ul> <p>Monthly</p> <ul style="list-style-type: none"> <li>Monthly Uptime report</li> <li>Monthly Response time report</li> <li>Project priority report</li> </ul> <p>Bi-weekly</p> <ul style="list-style-type: none"> <li>Project status reports</li> </ul>				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
	<p><b>DATA SECURITY REQUIREMENTS</b> The Bidder should mark this section proprietary and confidential when responding to the RFP to preserve the integrity and security of the State's Portal.</p>				
RTM-51	<p>The Bidder must describe their data security as it relates to the following areas:</p> <ul style="list-style-type: none"> <li>• compliance with OCIO and Partner standards, as applicable, for data security through the use of passwords, specialized software, or other appropriate means;</li> <li>• online security consistent with online payment card industry standards, specifically, the Payment Card Industry's Data Security Standards ("PCI DSS");</li> <li>• comprehensive annual certification of data centers by a national security firm to include quarterly external and internal scans on the entire infrastructure;</li> <li>• a Business Continuity Plan and Disaster Recovery Plan that describes how their organization would implement the latest backup technologies to keep the Portal operational in a disaster;</li> <li>• a listing of Business Continuity Planning certification(s) attained within the organization;</li> <li>• access controls, application security, portal security, operational security, physical security, and cryptography for information security;</li> <li>• data centers that meet or exceed the performance and security requirements outlined in this RFP must be located in the United States;</li> <li>• an Information Security Officer (ISO) in their organization and/or parent organization to include the reporting organizational structure and identifying any recognized information security certification(s) and when they were achieved;</li> <li>• a schedule of service audits that assess internal controls and data security safeguards with a list of any audit certifications and when the audit was last performed.</li> </ul>				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
<b>CUSTOMER PAYMENT PROCESSING REQUIREMENTS</b>					
RTM-52	<p>The Bidder must acknowledge their willingness to comply with the following for transaction processing:</p> <ul style="list-style-type: none"> <li>• Process credit card, debit card, and ACH transactions using the processor selected by the State Treasurer and Director of Administrative Services unless future VISA rules prohibit the State's processor from processing variable (i.e. percentage) fee transactions, and then only if a processor can be located which will process the variable fee transactions.</li> <li>• Deposit all State of Nebraska funds it collects pursuant to this contract in a state or national bank selected by the State Treasurer.</li> <li>• Deposit in a state bank account specified by the State Treasurer all state funds it receives within three business days of the receipt thereof.</li> </ul>				
Bidder Response:					

RTM #		Bidder	Subcontractor/ Affiliate	3 <sup>rd</sup> Party	No
<b>PORTAL MANAGER REMUNERATION</b>					
RTM-53	<p>The Bidder must state whether they intend to retain 90% of the Margin Services fees or some lesser level below 90% and will describe how they plan to continue to meet all obligations for the operation of existing services and develop and implement new services under their proposed revenue split. Bidder may propose a lower cost or no-cost alternative to the annual subscription fee.</p>				
Bidder Response:					

**Form A.2**

**Optional Service Matrix  
Request for Proposal Number 4877 Z1**

Provide the hourly rate for additional consulting services for new time and materials projects to the State and its Partners. There is no guarantee on the number of hours that will be used.

The Bidder must list each role/title and provide an hourly rate. All travel expenses must be included in the rate. These rates are fixed for the initial term of the contract. At renewal time rates may increase by no more than 5%.

Pricing Spreadsheet		Hourly rate
Role/title		
1.		
2.		
3.		
4.		
5.		
6.		
7.		