**Attachment A**

**Forms**

**Request for Proposal Number 122777 O5**

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

# Form A.1 and A.2 are to be included in the Technical Proposal.

# Form A.1 Requirements Traceability Matrix

# Form A.2 Service Matrix

**Form A.1**

**Requirements Traceability Matrix (RTM)**

**Request for Proposal Number 122777 O5**

Each of the items in the Requirements Traceability Matrix in the table below requires a response of: “Bidder”, “Subcontractor/Affiliate”, “Third Party”, and “No”. Below is a brief definition of each response option. Bidders must respond to the RTM items directly in the matrix, using as much space as needed. Bidder 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 State will consider any such response to the requirements in this RFP to be non-responsive. The narrative should provide the State with sufficient information to differentiate the bidder’s technical solution from other bidders’ solutions.

If Oral Interviews/Presentations and/or Demonstrations are requested, bidder may be asked to demonstrate each item.

These responses, as well as the entire response to this RFP, will become part of the Contract.

|  |  |
| --- | --- |
| Bidder | This requirement is met by bidder as identified in bidder’s response to this RFP.  |
| Subcontractor/ Affiliate | This requirement is met using a Subcontractor or Affiliate with whom the bidder works as identified in bidder’s response to the RFP.  |
| Third Party | This requirement is met through the use of a Third-Party Vendor’s product or solution, which is included as part of bidder’s response to the RFP.  |
| Not Available | No, the requirement is not or cannot be met by the bidder. A response of “No” to a requirement does not eliminate the bidder’s proposal from consideration. All proposals meeting the mandatory requirements will be evaluated and scored by the evaluation committee.The “No” option is also appropriate when a requirement can be met through goods or services not included in contractor remuneration identified in the RFP. In such scenario, the bidder should note the cost in bidder’s response.  |

| **RTM #** |  | **Bidder** | **Subcontractor/Affiliate** | **Third Party** | **No** |
| --- | --- | --- | --- | --- | --- |
| Part V. Section A. Project Overview |
| RTM 1 | Bidder must describe bidder’s understanding of and plans to fulfill the purpose of the Portal, as identified in the RFP.  |  |  |  |  |
| Bidder’s Response:  |
| Part V. Section B. Legal Authority and the Nebraska State Records Board |
| RTM 2 | Bidder must describe bidder’s understanding of the role of the Nebraska State Records Board, and bidder’s plan to operate the Portal within the oversight of the NSRB. |  |  |  |  |
| Bidder’s Response:  |
| Part V. Section C. Current Portal Operations and Environment |
| RTM 3 | Bidder must describe bidder’s understanding of the Current Portal Operations and Environment, and bidder’s plan to operate the Portal within such environment.  |  |  |  |  |
| Bidder’s Response:  |
| Part V. Section E. Scope of Work |
| RTM 4 | 1. **Application and Website Services:** Bidder must describe bidder’s experience and plan to provide the Application and Website Services identified in the RFP, with emphasis on the following:
 |  |  |  |  |
| * Developing and maintaining applications and websites which provide electronic access to public records and electronic information for citizens, businesses, and state and local government as described in the RFP.
 |  |  |  |  |
| * Growing the Portal and meeting the application and website development needs of State and local government Partners, using a variety of programming languages or platforms (and identify the programming languages and platforms).
 |  |  |  |  |
| * Project planning and management procedures, taking into consideration the NSRB may establish guidelines and procedures for selection and prioritization of projects, and the prioritization and timeline for completion of project is subject to approval of the NSRB.
 |  |  |  |  |
| * Integrating with existing data sources and a description of any data management systems used by bidder.
 |  |  |  |  |
| * Providing a user-friendly, accessible Portal experience for Customers.
 |  |  |  |  |
| * Bidder’s anticipated timeline for bidder to redevelop or transition all Portal websites and Applications from the existing Network Manager to bidder.
 |  |  |  |  |
|  | * Following transition (from current Network Manager), operating, and maintaining Portal websites and Applications identified in Appendix A and Appendix B.
 |  |  |  |  |
| Bidder Response: |
| RTM 5 | 1. **Hosting Services** Bidder must describe bidder’s experience and plan to provide application and website hosting services as identified in the RFP with emphasis on the following:
 |  |  |  |  |
| * Bidder’s plan to provide hosting services, 24 hours a day, 7 days a week, in a reliable, fast, and secure environment with redundant power, fire suppression, climate control, on-site security.
 |  |  |  |  |
| * Bidder’s plan to facilitate OCIO hosting of applications and websites developed by bidder, if requested by the State.
 |  |  |  |  |
| * Bidder’s experience with and plan to meet the technical requirements for a hosting environment, as identified in Part V. Section K. Technical Overview of the RFP.
 |  |  |  |  |
| Bidder Response: |
| RTM 6 | 1. **Payment Processing and Accounting Services**: Bidder must describe bidder’s experience and plan to provide Payment processing and Accounting Services as identified in the RFP, with emphasis on the following:
 |  |  |  |  |
| * Provide merchant and payment processing services consistent with the most current PCI-DSS in effect.
 |  |  |  |  |
| * Integrate with and use the electronic payment processor selected by the State Treasurer and the Department of Administrative Services.
 |  |  |  |  |
| * Deposit State funds collected through the Portal directly into the bank selected by the State Treasurer, and Bidder’s plan to deposit local government funds
 |  |  |  |  |
| * Pay all card processing fees associated with Portal payments processed, including but not limited to, all Visa, MasterCard, Discover, UnionPay, and debit network authorization and interchange fees, assessments, dues and other fees and charges which are passed to the merchant at cost.
 |  |  |  |  |
| * Provide Partners with real time notification of payment failures and reasonable access to the Network Manager’s payment system to verify User payments.
 |  |  |  |  |
| * Assume the risk for collection and transfer all amounts due the State each month regardless of whether collection has been made from the User.
 |  |  |  |  |
| * Provide detailed expense projections for operating the Portal, and project an estimate of amortized costs of hardware, software, and fixtures, and other operating costs by category for each year of the initial Contract period.
 |  |  |  |  |
| * Bidder must describe bidder’s accounting system to be used in operation of the Portal and bidder’s plan to use generally accepted accounting principles and comply with audit requirements.
 |  |  |  |  |
|  | * Bidder must describe technical requirements of bidder’s system or processes which identify and prevent fraudulent payment transactions and reimbursement requests.
 |  |  |  |  |
| Bidder Response: |
| RTM 7 | 1. **Marketing and Promotion of Portal Services:** Bidder must describe bidder’s experience and plan for providing Marketing and Promotion of Portal services as identified in the RFP, including promotion of services to Partners and promotion of Partner’s services to the public.
 |  |  |  |  |
| Bidder Response: |
| RTM 8 | 1. **User and Partner Support.** Bidder must describe bidder’s experience and plan for providing User and Partner Support as identified in the RFP.
 |  |  |  |  |
| Bidder Response: |
| RTM 9 | 1. **Other.** Bidder must describe bidder’s experience and plan for providing the “Other” services as identified in the RFP.
 |  |  |  |  |
| Bidder Response: |
| **Part V. Section F. Staffing Requirements** |
| RTM 10 | Bidder must describe bidder’s plan to meet all Staffing Requirements identified in the RFP and perform all work in the United States. Bidder must also include the following: * An organization chart of the proposed staffing with minimum staff levels by position.
* A staffing plan to meet all service requirements contained in the RFP, broken down by position/skill level, required for the initial Contract Period.
* A staff skills matrix to summarize relevant experience of the proposed staff to include both bidder and subcontractor personnel.
* A plan to ensure staff can accommodate new technologies throughout the term of the Contract.
* Bidder’s employment background check process for all staff and subcontractors.
 |  |  |  |  |
| Bidder Response:  |
| **Part V. Section G. Business Plan** |
| RTM 11 | Bidder must describe bidder’s understanding of and plan to fulfill the Business Plan requirements identified in the RFP and include an outline of sections to be included in the Business Plan.  |  |  |  |  |
| Bidder Response:  |
| **Part V. Section H. Reporting Requirements** |
| RTM 12 | Bidder must describe bidder’s understanding of and plan to fulfill the Reporting requirements identified in the RFP.  |  |  |  |  |
| Bidder Response:  |
| **Part V. Section I. Network Manager Remuneration**  |
| RTM 13 | Bidder must describe bidder’s understanding of and plan to operate within the Current Funding Model identified in Section V. Paragraph D of the RFP, with emphasis on the following:  |  |  |  |  |
|  | * Bidder receiving eighty percent (80%) of Margin Services and the NSRB receiving twenty percent (20%) of Margin Services.
 |  |  |  |  |
|  | * Subscription fees continuing at $100.00.
 |  |  |  |  |
|  | * Bidder’s anticipated expense projections for operating the Portal, including all overhead and direct project costs
 |  |  |  |  |
|  | * Bidder’s plan for operating within the Self-funding Model, including how bidder will balance revenue generation and non-revenue generating services.
 |  |  |  |  |
| Bidder Response:  |
| **Part V. Section J. Regulation of Portal Fees by the NSRB** |
| RTM 14 | Bidder must describe bidder’s understanding of and plan to operate within the Regulation of Portal Fees identified in the RFP.  |  |  |  |  |
| Bidder Response: |
| **Part V. Section K. Technical Overview** |
| RTM 15 | Bidder must describe bidder’s experience, understanding of, and plan for compliance with the Technical Overview requirements identified in the RFP, with emphasis on the following:  |  |  |  |  |
| 1. Business continuity and disaster recovery.
 |  |  |  |  |
| 1. Performance monitoring and problem resolution.
 |  |  |  |  |
| 1. Platform requirements.
 |  |  |  |  |
| 1. Secure communications with the State.
 |  |  |  |  |
| 1. Data storage, replication, and backup.
 |  |  |  |  |
| 1. Hosting environment (to the extent not addressed in RTM 2 above).
 |  |  |  |  |
| 1. Maintenance.
 |  |  |  |  |
| 1. Version control, including plan to address version control within the required annual business plan.
 |  |  |  |  |
| 1. Data Security Requirements.
 |  |  |  |  |
| Bidder Response: |
| **Part V. Section L. Software Design Requirements** |
| RTM 16 | Bidder must describe bidder’s experience, understanding of, and plan for compliance with the Software Design requirements identified in the RFP. |  |  |  |  |
| Bidder Response:  |
| **Part V. Section M. Software Ownership and Licensing** |
| RTM 17 | Bidder must describe bidder’s experience, understanding of, and plan for compliance with the Software Ownership and Licensing requirements identified in the RFP. Bidder must submit applicable software license agreements with bidder’s response.  |  |  |  |  |
| Bidder Response:  |
| **Part V. Section N. Escrow Requirements** |
| RTM 18 | Bidder must describe bidder’s experience, understanding of, and plan for compliance with the Escrow requirements identified in the RFP. |  |  |  |  |
| Bidder Response:  |
| **Part V. Section O. Transition Plan Requirements** |
| RTM 19 | Bidder must describe bidder’s experience, understanding of, and plan for compliance with the Transition Plan requirements identified in the RFP. |  |  |  |  |
| Bidder Response: |
| **Part V. Section P. End of Contract Provisions** |
| RTM 20 | Bidder must describe bidder’s experience, understanding of, and plan for compliance with the End of Contract provisions identified in the RFP. |  |  |  |  |
| Bidder Response:  |
| **Part V. Section Q. Guarantor** |
| RTM 21 | Bidder must describe bidder’s understanding of and plan for compliance with the Guarantor provisions identified in the RFP. |  |  |  |  |
| Bidder Response:  |
| **Part V. Section R. Penalty** |
| RTM 22 | Bidder must describe bidder’s understanding of, and plan for compliance with the Penalty provisions identified in the RFP. |  |  |  |  |
| Bidder Response:  |
| **Other** |
| RTM 23 | Bidder must describe bidder’s understanding of and plan for compliance with the most current version of the State’s NITC Technical Standards and Guidelines available at: <https://nitc.nebraska.gov/standards/>.  |  |  |  |  |
| Bidder Response: |
| RTM 24 | Bidder must describe bidder’s understanding of and plan for coordination with the OCIO as identified in the RFP.  |  |  |  |  |
| Bidder Response: |
| RTM 25 | Bidder must provide suggested new ideas, technologies, and functionality for the Portal. Bidder must also include any terms and conditions and pricing applicable to such suggestions.  |  |  |  |  |
| Bidder Response:  |

**Form A.2**

**Service Matrix**

**Request for Proposal Number 122777 O5**

Provide the hourly rate for Portal time and materials projects. 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 SpreadsheetRole/title | Hourly rate |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |
| 4. |  |  |
| 5. |  |  |
| 6. |  |  |
| 7. |  |  |