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| **Response Form 4:**  **Technical Requirements Narrative Questions** |

***Project Title: Correctional Information Management System (CIMS)***

**RFP K13397**

**Total Page Limit: 40 pages**

1. Provide the following detailed information regarding your proposed solution:
   1. Product name and version
   2. Time on market
   3. Release date of most current version
   4. Next major release date
   5. Next minor release date
   6. The timing and frequency of both maintenance updates and product upgrades for the past 3-5 years, along with projected updates/upgrades for the next 2-3 years
   7. Description of licensing options, such as subscription, enterprise, concurrent users, site, power user, etc.
   8. The number of licenses included in the proposal.
2. Describe the level of DOC resources required for a major update and the level of resources required for a minor update.
3. Please describe how the Solution manages variations across clients within the software, (e.g., locality specific requirements). Additionally, how could DOC take advantage of functionality developed for another client (e.g., to accelerate deployment and reduce costs within their environment)?
4. Describe any third-party software, licenses, or partnerships that must be in place to fulfill requirements for this proposed solution, considering both mandatory and desired requirements. If the Solution addresses Optional requirements, please call out those third-party relationships in your response. Include the following:
   1. Name of software firm and product or partnership firm.
   2. Name of existing clients using the system and third-party software/partnership, and the number of years the client has been using these products together.
   3. Description of the approach and responsibilities for managing the implementation and acceptance testing for each of the proposed third-party software or partnerships.
   4. Description of the approach and responsibilities for the service-level agreement (SLA), operational level agreements (OLA), or maintenance agreement related to the third-party software or partnership.
5. Please describe the overall platform and architecture of the solution, your architectural design practices for infrastructure and software. Please provide attachments of an architecture diagram and a data flow diagram depicting the proposed data flow from the end users (mobile and at Prison facility) to your environment.
6. Please describe the proposed solution’s operating environment(s) and hardware platform(s) on which it is certified. Please include details about any plans to move away from current supported platforms.
7. Please identify which features of your solution DOC can configure without engaging your professional services team and what percentage of the total solution is configurable by DOC. DOC is particularly interested in the ability to configure the solution independently after implementation for policy changes, forms updates, code tables, standard reports / dashboards, and workflows.
8. Please provide an architecture roadmap for your solution.
9. Please share the performance statistics of your solution for your customers similar in size of the proposed DOC application and infrastructure. Include details such as number of outages that occurred (unplanned or otherwise), duration and scope of those outages, and any other necessary details.
10. Please provide relevant documentation related to any recent certifications and audits as well as security testing (penetration or otherwise) pertaining to your hosting technical and operation capabilities, or that of your subcontracted provider, for the proposed Solution.
11. Please describe the proposed solution’s security model including authentication and authorization as well as LDAPs directory support. Describe how you will connect with Active Directory to manage user credentials.
12. Please describe the process for ensuring application security is integrated into your development process. Please attach any development process flow diagrams or charts that might support your description.
13. Please describe the process for source code review for vulnerabilities and weaknesses. Please attach any development process flow diagrams or charts that might support your description.
14. Please describe any significant failures, breaches, or issues encountered in the last five years as well as the steps taken to mitigate or resolve. Please attach any post-mortem documentation or reports that might support your description.
15. Please also describe what guidelines you follow to ensure security protocols are met (i.e. FedRAMP, FISMA, ISO 27001 and ISO 27002, et al). Please attach the most recent copy of your SOC2 report and any other relevant documents, including any certifications, audits, and results for your products.
16. Please describe your process for Data conversion and ETL development for DOC, highlighting any areas of concern based on your experience.  Include details on how converted data will be validated and emphasize expectations of DOC during this process.
17. Please describe the proposed solution’s process for Data Validation on user entry and maintaining quality data during ongoing operations.
18. Please describe the proposed solution’s export options for data into other applications, including data warehouses and document management systems.
19. Please describe the ability of the solution to provide DOC with a full copy of the database, upon request. The DOC is interested in understanding how all or part of the system’s data would be provided in scenarios including (but not limited to) the following: for reporting by a third-party business intelligence vendor, data warehouse, document management system, and end-of-contract export to a new system.
20. Please describe your approach to installation and setup of all the environments listed in your response to Attachment D\_DOC Requirements, Tab 23. Technical, Requirement Tech.19.
21. Please describe your approach for running the existing system and the proposed system side-by-side during testing and through phases of the implementation.
22. Please describe your approach to configuration of the system, including how you will work with DOC to determine which requirements can be accommodated by configuration and which require customization, and how the configurations will be applied (by DOC staff, your staff, or a combination).  [*Definition*: Configuration allows a DOC administrator or super user to change the system settings and behavior using built-in tools and parameters.]
23. Please describe your approach to designing, developing, testing, and implementing customizations to the system. The plan should include a description of your methodology to track customizations for documentation purposes and how you provide the documentation to clients.  [*Definition*: Customization requires coding and development to meet the requirement.]
24. Please describe the proposed solution’s capabilities to maintain customizations during product updates and the effect of future upgrades on preexisting customizations.
25. Please describe your approach to integrating the solution with the data exchange interfaces required for the proposed solution, as described in the Attachment H\_CIMS Interfaces.
26. Please describe the proposed process for testing and documenting the functionality, maintainability, and security of these interfaces.
27. Please describe your standard approach to testing and quality assurance.
    1. The Vendor will document its approach to testing with regards to development and modification of its system. This should be detailed sufficiently to ensure DOC understands how the vendor approaches testing as well as the component parts of the testing regimen.
    2. The awarded Bidder will also provide a plan for performance testing the system, which will occur prior to UAT.  This plan should provide detail regarding the load placed on the system and the configuration of the system as it relates to the expected size of the DOC application.
28. Describe which types of automated testing Frameworks you use and how these are integrated into the development process.
29. Please describe how you will develop and manage the Requirements Traceability Matrix (RTM) using the Functional and Technical Requirements and include the test results in the RTM.
30. Please describe how you receive customer input on defects or enhancement requests.
    1. What is your definition of defects, enhancements, and mandatory development?
    2. How are these customer inputs received, processed, and prioritized?
    3. How do you communicate with your customers on the status of their requests?
31. Please describe your methodology for backlog management and how you determine and prioritize defects and enhancements in the proposed solution.
32. Please describe your customer support model for how you will coordinate updates, upgrades, and technical support for the proposed solution, from initiation through resolution, both during the implementation project and post implementation. The location of support staff (US-based or offshore) must be included in this description.
33. Please describe the proposed solution’s backup and recovery requirements and processes including:
    1. Prerequisites
    2. Tools needed (third party tools if applicable)
    3. Schedule of Events
    4. Configuration Control and Overview
    5. Methods to verify recovery system recovery and integrity.
34. Please describe your solution’s Disaster Recovery Plan. This should include details for how you create, manage, and annually validate the Disaster Recovery capability. Please also provide operational variances to allow for cold, warm, and hot Disaster Recovery capability relative to the cost of each.
35. Describe the policy for clear desk operations by support staff, safeguards for ensuring data is not transportable outside of the operations center confines, etc.