ILLINOIS DEPARTMENT OF INNOVATION AND TECHNOLOGY (DOIT)

PUBLIC HEALTH ENTERPRISE SYSTEMS MODERNIZATION SUPPORT

BIDDER'S CONFERENCE

OVERVIEW

BACKGROUND

The Departments of Public Health (DPH) and Innovation and Technology (DoIT) ("State") requests proposals from responsible Offerors to meet its needs. A brief description is set forth below for the Offeror's convenience, with detailed requirements in subsequent sections of this solicitation. If interested and able to meet these requirements, the State appreciates and welcomes an Offer.

Brief Description: The State is soliciting proposals to secure **Public Heath Digital Transformation Enablement Services as an emergency procurement under the Gubernatorial Disaster Proclamation due to the spread of the Coronavirus Disease (COVID 19).** To maintain the health and safety of every Illinois resident, the State is undertaking a large modernization effort. A program critical to this effort is the Public Heath Digital Transformation Enablement initiative.   High Level Scope

Applications	RFP Scope of Work
• LLCS Modernization - LTC Licensing and Certification System • EDSS Modernization - Electronic Disease Surveillance System	Solution and Implementation Services, including Multi-Vendor Integration (MVI) and Organizational Change Management (OCM)
• I-CARE - Immunization Information System • LIMS - Laboratory Information Management System	MVI and OCM only

The State requires a vendor that can quickly plan and deliver solicited Public Heath Digital Transformation Enablement Services described in this RFP package to effectively and efficiently meet the solution and service requirements specified within.

The State will evaluate the proposals received and select one vendor to provide Public Heath Digital Transformation Enablement Services **for a period not to exceed two years**, which includes a transition to services provided via a longer-term contract established through a separate competitive solicitation. The contract will be structured such that no work will be called for, and no fees incurred, except pursuant to a mutually agreed Statement of Work (SOW).

SCOPE

§ The Illinois Departments of Public Health (DPH) and Innovation and Technology (DoIT), and their business and technical stakeholders (hereinafter the State) request Offers from responsible Offerors to provide Public Heath Digital Transformation Enablement Services as specified in this solicitation. The request for proposals (RFP) is issued through DoIT; however, the awarded vendor will work directly with DoIT and DPH following established protocols. The table below depicts the scope of services. Additional detail is provided in the RFP bid package, including Attachments.

§ The State seeks a Vendor possessing proven experience and success in performing similar work to what is required in this RFP. The selected Vendor will be expected to bring technology expertise and innovative, efficiency-focused thinking to deliver solution development, configuration, and implementation services.

§ The Vendor will be required to operate in a cross-functional environment. Key stakeholders include DoIT, DPH, federal agencies, and interface partners. The Vendor will work under the authority of DoIT and DPH and report to the Lead Contract Monitors.

§ The contract term is limited to two years.

Service Domain	Solutions within Scope
2.1 Project Management	
2.2 Requirements Validation	
2.3 Solution Design and Development/Configuration	
2.4 Data Migration	Scope of Services includes the implementation of the following solutions:
2.5 Testing	· **LLCS Modernization**
2.6 User Training	· **EDSS Modernization**
2.7 SaaS (solution provisioning)	
2.8 Cutover/Deployment/Hypercare	
2.9 Maintenance and Operations	
2.10 Knowledge Transfer and Exit Transition	
2.11 Multi-Vendor Integration (MVI)	
2.12 Organizational Change Management (OCM)	Scope of Services includes the following solutions: · **LLCS Modernization** · **EDSS Modernization** · **IIS Modernization (implementation is within the scope of an incumbent vendor)** · **LIMS Modernization (implementation is within the scope of an incumbent vendor)**

IDPH IT STRATEGIC PRIORITIES

1. **Strengthen Public Health IT Infrastructure and capabilities to detect and respond to public health emergencies**
   - Goal 1: Modernize the current information systems that are responsible for disease surveillance, immunizations, and testing

2. **Enhance communications and collaboration technologies for staff and with the State population**
   - Goal 1: Improve the State's health alert network/communication and information technology support
   - Goal 2: Enhance and standardize healthcare providers' reporting infrastructure

3. **Reduce and eliminate technology silos to increase IDPH collaboration and effectiveness**
   - Goal 1: Establish minimum requirements for integrating and securing all Public Health information systems and data exchanges through the State integration hub

4. **Enhance real-time disease surveillance, epidemiology and reporting capabilities**
   - Goal 1: Modernize disease surveillance by augmenting data with other key public info sources (e.g., Social Media)

5. **Increase the State Labs' automation capabilities to address spikes in demand**
   - Goal 1: Modernize lab automation capabilities to enable addressing surge in demand resulting from pandemic emergencies

6. **Enhance the quality of healthcare and adult care facilities by establishing automated licensing and certification systems**
   - Goal 1: Improve healthcare delivery quality and outcomes by establishing responsive licensing and certification of facilities and establishing consistent and thorough compliance validation through regular and efficient surveys

7. **Enhance the State's Health Information Exchange, immunization and disease registries and provider reporting infrastructure**
   - Goal 1: Support establishment and expansion of Statewide HIE capabilities.
   - Goal 2: Invest in expanded immunization system capabilities

RFP REQUIREMENTS RELATED TO KEY ORGANIZATIONAL GOALS

A.16 **BUSINESS ENTERPRISE FOR MINORITIES, WOMEN, AND PERSONS WITH DISABILITIES ACT PARTICIPATION AND UTILIZATION PLAN:** This solicitation contains a goal to include businesses owned and controlled by minorities, women, and persons with disabilities. Failure to submit a Utilization Plan shall render the Offer non-responsive. 30 ILCS 575/4(f). All questions regarding the subcontracting goal must be directed to the Agency Business Enterprise Program (BEP) Liaison prior to submission of proposals.

BEP Liaison:	Reginald Lampkin
BEP Goal:	30%
Phone Number:	312-814-6403
Email Address:	Reginald.Lampkin@illinois.gov

Businesses included in Utilization Plans as meeting BEP requirements as prime vendors or subcontractors must be certified by the Department of Central Management Services as BEP vendors prior to the Bid Opening Date. Go to https://www2.illinois.gov/cms/business/sell2/bep/Pages/default.aspx for complete requirements for BEP certification. Go to https://cms.diversitycompliance.com/ to search for certified BEP vendors.

A.17 **VETERAN SMALL BUSINESS PARTICIPATION AND UTILIZATION PLAN:** The Bulletin posting indicates whether this solicitation contains a goal to include businesses owned and controlled by military veterans. If this solicitation contains a goal, then failure to submit a Utilization Plan as instructed later in this solicitation may render the Offer non-responsive. All questions regarding the subcontracting goal must be directed to the Agency Veteran Small Business Liaison prior to submission of proposals.

The VOSB Goal for this contract:	3%
Veteran Small Business Liaison:	Reginald Lampkin
Phone Number:	312-814-6403
Email Address:	Reginald.Lampkin@illinois.gov

Businesses included in Utilization Plans as meeting Veteran Owned Small Business (VOSB) and Service Disabled Veteran Owned Small Business (SDVOSB) requirements as prime Vendors or subcontractors must be certified by CMS as VOSB or SDVOSB Vendors prior to Bid opening date. Go to

https://www2.illinois.gov/cms/business/sell2/pages/veteranownedbusinesses.aspx for complete requirements for VOSB or SDVOSB certification. Go to https://cms.diversitycompliance.com/ to search for certified VOSB and SDVOSB Vendors.

B.3 **Commitment to Diversity.** Section 30 ILCS 500/20-15 of the Illinois Procurement Code requires Offerors to show a demonstrated commitment to diversity. There are three parts to each proposal – technical, commitment to diversity, and pricing. Each part the proposal is evaluated and ranked independently of the other parts of the proposal. The results of the evaluation of all three parts shall be used in ranking of proposals.

B.3.1 The points assigned to commitment to diversity is specified in paragraph B.11 below (Table 2).

B.3.2 Offerors should provide evidence supporting their commitment to diversity using the Commitment to Diversity form found in **Attachment C**.

B.3.3 Commitment to Diversity Categories:

Category I	Whether or how well the Offeror meets this solicitation's goal of contracting or subcontracting with businesses owned by women, minorities, or persons with disabilities.
Category II	Whether the Offeror assisted businesses owned by women, minorities, or persons with disabilities.
Category III	Whether the Offeror has a written supplier diversity program for the use of diverse vendors in the supply chain and a training or mentoring program with businesses owned by women, minorities, or persons with disabilities.
Category IV	The percentage of Offeror's governing board members, senior executives, and/or managers are women, minorities, or persons with disabilities.

RFP § 1.B.3 & Attachment C

RFP § 1.A.16-17

RFP STRUCTURE

PUBLIC HEATH DIGITAL TRANSFORMATION ENABLEMENT SERVICES RFP

RFP BID PACKAGE ORGANIZATION

Bid Package and Evaluation Model Components
· Introduction
· Table of Contents
· Section 1.A. Instructions for Submitting Offers
· Section 1.B. Selection of Vendor
· Section 1.C. Offer to State of Illinois
· Section 1.D. Specifications, Qualifications, Statement of Work
○ D.1. and D.2 Overview, Quals, response requirements
○ D.3. Staffing
○ D.4. Subcontracting
○ D.5 Where Services to be Performed
○ D6. Offer Checklist of Packet 1
· Section 2.E. Pricing
· Section 3.F. Standard T&Cs
· Section 3.G. Exceptions to Solicitation and Contract T&Cs
· Section 3.H. State Supplemental Provisions
· Section 3.I. Subcontractor Disclosures
· Section 3.J. References

Separate Item – Not a Part of Published RFP
2.2.1. Evaluation Methodology and Scoring Model

Attachments
· Attachment A - HIPAA Business Associate Agreement
· Attachment B - State Standard Security Requirements
· Attachment C - Commitment to Diversity
· Attachment D - Program Background
· Attachment E - Technical Background and Target Architecture
· Attachment F - Glossary
· Attachment G - Proposed Key Staff
· Attachment H - Reference Questionnaire
· Attachment I - Cost Workbook
· Attachment J - Service Requirements and Deliverables
· Attachment K - Performance Management and Service Level Requirements
· Attachment L - LLCS Solution Functional Requirements
· Attachment M - EDSS Solution Functional Requirements
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· Attachment O – Offer Template

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A, B, C Included in Main RFP Document

PUBLIC HEATH DIGITAL TRANSFORMATION ENABLEMENT SERVICES RFP
VENDOR SELECTION

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PUBLIC HEATH DIGITAL TRANSFORMATION ENABLEMENT SERVICES RFP
OFFER/PROPOSAL TEMPLATE TO FACILITATE RESPONSES

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ATTACHMENT D – PROGRAM BACKGROUND, E – TECHNICAL BACKGROUND, F - GLOSSARY

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STATE OF ILLINOIS
ATTACHMENT D – PROGRAM BACKGROUND

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STATE OF ILLINOIS
ATTACHMENT E – TECHNICAL BACKGROUND

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This glossary of terms and acronyms is provided for the convenience of Offerors responding to **RFP P-Covid19:141**

Table 1: Glossary

Term or Acronym	Acronym meaning	Definition
3DES	Triple-DES	Triple-DES
AABD	Aid to the Aged, Blind and Disabled	Federal/State assistance programs for people over 65, blind, or disabled.
ACA Adults	Affordable Care Act Adults	The Affordable Care Act for adults provides healthcare coverage for adults aged 19-64, with income up to 138% of the federal poverty level.
ADAAA	Americans with Disabilities Act Amendment Act	Includes Standards for Accessible Design published in September 2010. These standards state that all electronic and information technology must be accessible to people with disabilities. See also IITAA.
API	Application Programming Interface	Application Programming Interface
ASPEN	Automated Survey Process Environment	A Federal-level suite of software applications designed to help State Agencies collect and manage healthcare provider data. Related to Illinois' LTC system
B2B	Business to Business	Business to Business
Batch Transaction		System tasks which occur within IES on a regularly defined schedule, such as nightly, weekly, or quarterly
BEP	Business Enterprise Program	Fosters an inclusive and competitive business environment to help businesses owned by minority, female, and disabled persons be successful.
BI	Business Intelligence	Business Intelligence

PUBLIC HEATH DIGITAL TRANSFORMATION ENABLEMENT SERVICES RFP

ATTACHMENT G – PROPOSED KEY STAFF, ATTACHMENT H – REFERENCE QUESTIONNAIRE

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ATTACHMENT G – PROPOSED KEY STAFF, ATTACHMENT H – REFERENCE QUESTIONNAIRE

The State has identified proposed Vendor staff positions to be included in the fixed price portion of this engagement. The Vendor should propose its own staffing plan, which may include additional or alternate roles which fulfill the State's required qualifications, based on its proposed solution. Key staff must be assigned full-time to the program.

Table 1: M&O and Development Fixed Price Staff

ID	Role	Description
	**Program/Initiative-Level**	
1	Lead Program Manager	Working closely with the Relationship Manager, responsible for oversight of overall contract activities, including project management components that facilitate planning, schedule management, and status reporting.
2	Enterprise Architect	The Enterprise Architect will oversee the implementation of holistic solutions by analyzing client needs and employing critical thinking in the development of architecture specifications, solution intent and the evolution of design, implementation, and test.
3	Release/Deployment/Transition Manager	Responsible for maintaining the release management plan and all code and documentation related to the promotion of releases through all environments. Serves as the primary point of contact for communication and coordination of transition-in activities with the State.
	For Each LLCS & EDSS	
4	Workstream Manager	Responsible for oversight of overall workstream activities, including project management components that facilitate planning, schedule management, and status reporting.
5	Functional Manager	Responsible for the functional capabilities and business processes being automated by the solution.
6	Technical/Software Configuration/Development	Responsible for design and integration of all software components of the system (e.g., application frameworks, middleware, etc.)

Callout: Attachment G – Key Staff Required

Callout: Attachment O – Template, where the Offer will contain this info

Callout: Attachment G – Key Staff Resume Template

Callout: Attachment H – Reference Forms (at least three references)

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Please provide the following information about the individual completing this reference questionnaire on behalf of the above-named Offeror.

Client Information	
Organization Name (Client):	Organization Address:
Person Providing the Reference:	Title:
Phone Number:	Email Address:
Brief Description of Services the Offeror is/has provided:	
Reference Signature, Printed Name and Date:	

Signature   Printed Name   Date

Questions:
1. How long have you been contracting with this Vendor?
- 1-2 years
- 3-5 years
- 5-10 years
- 10-15 years
- 15+ years

Vendor Name:	
Proposed Staff's Name:	
Role:	Lead Program 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	Must have a minimum of five (5) years' experience with development, design, implementation of large-scale initiatives and programs as well as system analysis and design. Must possess Project Management Professional (PMP) Certification from Project Management Institute (PMI).	a. Company Name: / Project Name: / Time Period: / Percentage of Time: b. Company Name: / Project Name: / Time Period: / Percentage of Time: Total Duration:	a. Role: / Description of relevant experience: b. Role: / Description of relevant experience:	a. Contact Name: / CompanyName: / Phone Number: / Email: b. Contact Name: / Company Name: / Phone Number: / Email:

PUBLIC HEATH DIGITAL TRANSFORMATION ENABLEMENT SERVICES RFP
PRICE/COST INFORMATION

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2.0 Services Requirements

The services are organized into the following domains with the respective solutions that are within the scope of the services to be provided:

Service Domain	Solutions within Scope
2.1 Project Management	
2.2 Requirements Validation	
2.3 Solution Design and Development/Configuration	
2.4 Data Migration	Scope of Services includes the impl the following solutions:
2.5 Testing	
2.6 User Training	• LLCS Modernization
2.7 SaaS (solution provisioning)	• EDSS Modernization
2.8 Cutover/Deployment/Hypercare	
2.9 Maintenance and Operations	
2.10 Knowledge Transfer and Exit Transition	
2.11 Multi-Vendor Integration (MVI)	Scope of Services includes the follo
2.12 Organizational Change Management (OCM)	• LLCS Modernization • EDSS Modernization • IIS Modernization (implementation is within the scope of an incumbent vendor) • LIMS Modernization (implementation is within the scope of an incumbent vendor)
3.0 Summary Deliverable List	As indicated above.

Table 13. Minimum List of Deliverables

Service Domain	Name of Deliverable	Notes – Deliverables Submissions, Timing
Project Management	1. Project Management Plan (PMP)	Once for entire scope of work, maintained current during contract term.
	2. Project Schedule	
	3. Monthly Status Report	Monthly delivery.
Requirements Validation	4. Requirements Validation Report	Once each for LLSC and EDSS solutions.
Solution Design and Development/ Configuration	5. Configuration Management Plan	
	6. System Design Document	
	7. Detailed Functional and Technical Design Document	
	8. Role to Position Mapping	Once each for LLSC and EDSS solutions. Possibly additional submissions for each solution iteration to be deployed in production. Note that Offerors are to propose the go-live events in their Offers and include the relevant number of deliverable submissions to align with the number of distinct go-live events.
Data Migration	9. Data Migration Strategy	
	10. Data Migration Plan	
Testing	11. Test Management Strategy	
	12. Functional Test Plan	
	13. Parallel Comparison Test Plan	
	14. Performance (Load and Stress) Test Plan	

Callout: Offerors must provide fixed cost for each deliverable in Cost Proposal

Callout: Attachment O – Offer Template, elicits a narrative response for each of the service domains

PUBLIC HEATH DIGITAL TRANSFORMATION ENABLEMENT SERVICES RFP
ATTACHMENT I – COST WORKBOOK, PRICING

RFP P-Covid19:141 - Public Heath Digital Transformation Enablement Services

Table of Contents

Offeror:	Insert Offeror Name on TOC tab

Insert Proposer Name here

Worksheet Title / Hyperlink	Description
Instructions	Instructions for completing Cost Workbook.
1. Total Cost Summary	Worksheet that calculates total costs. No data entry on this tab. Offerors must verify that the annual costs are presented correctly and the the formulas work given the additional lines that may be inserted into Tab 4.
2. Deliverables Costs	Worksheet for one-time deliverables costs.
3. Ongoing Costs	Worksheet for Offeror to itemize ongoing costs such as SaaS subscription fees for solution components in pro... provisioning/hosting, mainten...
4. Cost Assumptions	Worksheet for Offeror to item... dependent.

PLEASE NOTE:

1. The Offeror Name in the space provided in light-green highlight will populate across all other worksheets.
2. Cells requiring Offeror data entry are

Cost Summary for 24 Months

Cost Workbook tabs

RFP P-Covid19:141 - Public Heath Digital Transformation Enablement Services

Total Cost Summary

Insert Offeror Name on TOC tab

Total Cost Summary: Two-Year Contract Term										Total Costs by Contract Month							
Description of Deliverable Group	Total Deliverable Costs	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Project Management Deliverables	$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Requirements Validation Deliverables	$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Solution Design and Development/Configuration	$ -																
Data Migration Deliverables	$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Testing Deliverables	$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
User Training Deliverables	$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SaaS (solution provisioning) Deliverables	$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cutover, Deployment, Hypercare Deliverables	$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Maintenance and Operations Deliverables	$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Knowledge Transfer and Exit Transition Deliverables	$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Multi-Vendor Integration (MVI) Deliverables	$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Organizational Change Management (OCM) Deliverables	$ -																
TOTAL Deliverable Costs	$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ongoing Costs	Total Ongoing Costs	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Maintenance & Operations Services	$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Multi-Vendor Integration and OCM Services	$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
LLCS Modernization Solution Provisioning	$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EDSS Modernization Solution Provisioning	$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Ongoing Costs	$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
CONTRACT TOTAL COSTS	$ -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

PUBLIC HEATH DIGITAL TRANSFORMATION ENABLEMENT SERVICES RFP
ATTACHMENT K – PERFORMANCE MANAGEMENT AND SERVICE LEVEL REQUIREMENTS

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o D.5 Where Services to be Performed
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· Section 3.F. Standard T&Cs
· Section 3.G. Exceptions to Solicitation and Contract T&Cs
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Attachments
· Attachment A - HIPAA Business Associate Agreement
· Attachment B - State Standard Security Requirements
· Attachment C - Commitment to Diversity
· Attachment D - Program Background
· Attachment E - Technical Background and Target Architecture
· Attachment F - Glossary
· Attachment G - Proposed Key Staff
· Attachment H - Reference Questionnaire
· Attachment I - Cost Workbook
· Attachment J - Service Requirements and Deliverables
· Attachment K - Performance Management and Service Level Requirements
· Attachment L - LLCS Solution Functional Requirements
· Attachment M - EDSS Solution Functional Requirements
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· Attachment O – Offer Template

Incident Severity / Priority

The grid below establishes the criteria which establish the priority/severity of incidents. This should be referenced while responding to the SLA target within the Service Level Targets tab

		Impact			
		State-Wide	Location	Multiple Users	Sin...
Urgency	A full outage of multiple services or all services and/or noncompliance with regulations	Critical	Critical	High	
	An incident completely affecting a service, no workaround available	Critical	High	High	M...
	An incident affecting a service; workaround is available	High	Medium	Medium	M...
	An incident that has no impact to the availability of the affected service; redundancy is available	Medium	Low	Low	

Incident Severity/Priority	Definition (what constitutes an incident priority at this level?)	Incident Resolution Timeframe
Severity 1 - Critical	The production system is down, or mission critical functionality is inoperable. Users are unable to reasonably perform their normal functions. The situation is considered an emergency. *Examples: portal outage, network outage, critical system component outage (e.g., eligibility determinations)*	4 hours
Severity 2 - High	The system is usable but severely limited. Significant impact to application functionality, data, or performance which is resulting in a high number of users being unable to perform their normal functions or is resulting in a high number of customer benefits being blocked/incorrect. There is no workaround or it is cumbersome to business operations. *Examples: scanning outage, connectivity to critical interface (e.g., MMIS) is down, notice generation not working, eligibility determination blocker or data issue resulting in a large impact, external verification source unavailable*	1 business day
	Moderate impact to application functionality, data, or performance resulting in multiple users being impacted in their normal function or resulting in a high number of customer benefits being blocked/incorrect. For application functionality issues, a readily apparent and State approved workaround exists. For performance	

Instructions | **Incident and Defect Priority** | EDSS Service Level Targets | LLCS Service Level Targets | ⊕

State of Illinois Department of Public Health
Public Heath Digital Transformation Enablement Services
RFP #: P-Covid19:141
Attachment K - Performance Management and Service Level Requirements

EDSS Services Level Requirements (SLRs)

S1 - Availability — Requirement Met

SLR Description/Objective	The Application must be available to all users of the System
Target	99.99%
Measurement	(# of minutes of uptime during the reporting period) / (Total planned uptime during the reporting period)
SLA Reporting Period	Monthly
SLR Measurement of Non-Compliance	Uptime percentage below the target

S2 - Performance - Average Response Time — Requirement Met

SLR Description/Objective	System performance must meet end-user expectations to deliver increased customer satisfaction and efficiency gains
Target	Average response time should be 2 seconds (response time from entering command to receiving result)
Measurement	(Sum of all transaction response time) / (Number of transactions)
SLA Reporting Period	Monthly
SLR Measurement of Non-Compliance	Time difference between measured average response time and 2 seconds

S3 - Performance - Maximum Response Time — Requirement Met

SLR Description/Objective	System performance must meet end-user expectations to deliver increased customer satisfaction and efficiency gains
Target	95% of transactions complete (response time from entering command to receiving result) in less than 3 seconds
Measurement	(Transactions completed within required time) / (Total Transactions)
SLA Reporting Period	Monthly
SLR Measurement of Non-Compliance	Percentage of transactions below target

Instructions | Incident and Defect Priority | **EDSS Service Level Targets** | LLCS Service Level Targets | ⊕

PUBLIC HEATH DIGITAL TRANSFORMATION ENABLEMENT SERVICES RFP

ATTACHMENT L AND M – SOLUTION FUNCTIONAL REQUIREMENTS FOR LLCS AND EDSS

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PUBLIC HEATH DIGITAL TRANSFORMATION ENABLEMENT SERVICES RFP
ATTACHMENT N – TECHNICAL REQUIREMENTS

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PUBLIC HEATH DIGITAL TRANSFORMATION ENABLEMENT SERVICES RFP
ATTACHMENT N – TECHNICAL REQUIREMENTS

State of Illinois Department of Public Health
Public Health Infrastructure Modernization
RFP #: P-COVID19:141
Attachment N - LLCS and EDSS Technical Requirements Traceability Matrix

Cloud and Remote Hosting

Req #	Requirement Description	Requirement Met	Solution Method	Suggested Modification to Requirement or Clarifying Comments
T1.1	The vendor will manage the acquisition, delivery, installation, and configuration of the development and production hardware, software, and cloud services, and ensure that appropriate level of documentation regarding the provisioned infrastructure is made available to IL DoIT and IDPH representatives.			
T1.2	Hosting shall include Vendor responsibility for maintenance of all hardware, software, network connections, back-ups, system and software patches, hardware refreshes. The state must be able to see the patch levels, scan for vulnerabilities, and receive periodic system health report.			
T1.3	The vendor will be responsible for all software installations and upgrades of any out of the box product.			
T1.4	The vendor will be responsible for upgrading other software and hardware required to maintain the hosted environment. DoIT and IDPH must be notified of all future upgrades and modifications to the application through a state approved change management process.			
T1.5	If a browser is involved, minimum browser requirements must be supported versions of Microsoft Edge, Firefox, Chrome and Safari.			
T1.6	The facility where the system is hosted must be a Tier III or IV equivalent facility with N+1 capability for HVAC, electrical, UPS and generator facilities. The facility must have dual instances for power and network / Internet connectivity. A vendor may have the internal capability in providing a total solution for a state-of-the-art Cloud services or may partner with a cloud provider in meeting the requirements of providing a highly secure and High availability services.			
T1.7	All server system components hosting the application must be redundant/clustered with redundant SAN connectivity and data replication. An option of off-site redundancy for the server components and replicated data must be provided.			
T1.8	Provide Adequate bandwidth to maintian application perfformance , availability, and reliability			
T1.9	Cloud-based Hosting platform must provide dedicated hosting space for IDPH, having a			

Introduction | Instructions | G1 Usability | G2 Audit_&_Compliance | G3 Perf. and Avail. | G4 Interface List | T1 Cloud & Remote Hosting | T2 Interoperability-HIP | T3 Scalability&Extensibility | T4 Security & Access Controls

POINTS TO REMEMBER

§ The contract term is limited to two years.

§ The deadline for submission is <mark>July 1st, 2022, by 2:00 pm CST</mark>

§ The instructions for RFP submission are in the main RFP § 1.A

§ Questions: All questions about the solicitation, including the Bidder's Conference, should be directed in writing to DoIT.ESM@Illinois.gov by <mark>April 25, 2022, at 2pm CST.</mark>

§ Questions should be submitted using the following format

Q #	Vendor Name	RFP Document & Section	Vendor Question
1	Name of vendor submitting the question	Related sections of the RFP	Question submitted by vendor
2			
3			

QUESTIONS