# 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
<ul> <li>LLCS Modernization - LTC Licensing and Certification System</li> <li>EDSS Modernization - Electronic Disease Surveillance System</li> </ul>	Solution and Implementation Services, including Multi-Vendor Integration (MVI) and Organizational Change Management (OCM)
<ul> <li>I-CARE - Immunization Information System</li> <li>LIMS - Laboratory Information Management System</li> </ul>	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

- S 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.
- S 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.
- S The Vendor will be required to operate in a crossfunctional 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		
2.5 Testing	the following solutions:		
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)			
2.12 Organizational Change Management (OCM)	<ul> <li>Scope of Services includes the following solutions:</li> <li>LLCS Modernization</li> <li>EDSS Modernization</li> <li>IIS Modernization (implementation is within the scope of an incumbent vendor)</li> <li>LIMS Modernization (implementation is within the scope of an incumbent vendor)</li> </ul>		

## 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:	BEP Liaison: Reginald Lampkin	
BEP Goal:	<mark>30%</mark>	
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 <u>https://www2.illinois.gov/cms/business/sell2/bep/Pages/default.aspx</u> for complete requirements for BEP certification. Go to <u>https://cms.diversitycompliance.com/</u> 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 <u>Service Disabled</u> 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

<u>https://www2.illinois.gov/cms/business/sell2/pages/veteranownedbusinesses.aspx</u> for complete requirements for VOSB or SDVOSB certification. Go to <u>https://cms.diversitycompliance.com/</u> 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 <u>B.11</u> 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**



### **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
<ul> <li>D.1. and D.2 Overview, Quals, response requirements</li> </ul>
o D.3. Staffing
o D.4. Subcontracting
• D.5 Where Services to be Performed
<ul> <li>D6. Offer Checklist of Packet 1</li> </ul>
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 3.1. Subcontractor Disclosures
Castian 2   Deferences

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
•	Attachment N - LLCS and EDSS Technical Requirements
•	Attachment O – Offer Template

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
<ul> <li>D.1. and D.2 Overview, Quals, response requirements</li> </ul>
o D.3. Staffing
<ul> <li>D.4. Subcontracting</li> </ul>
• D.5 Where Services to be Performed
<ul> <li>D6. Offer Checklist of Packet 1</li> </ul>
Section 2.E. Pricing
Section 3.F. Standard T&Cs
<ul> <li>Section 3.G. Exceptions to Solicitation and Contract T&amp;Cs</li> </ul>
Section 3.H.State Supplemental Provisions
Section 3.1. Subcontractor Disclosures
Section 3.J. References

	Attachments RFP Document
	Attachments RFP Document
•	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
•	Attachment N - LLCS and EDSS Technical Requirements
•	Attachment O – Offer Template

A, B, C Included in Main

### PUBLIC HEATH DIGITAL TRANSFORMATION ENABLEMENT SERVICES RFP VENDOR SELECTION

	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
	<ul> <li>D.1. and D.2 Overview, Quals, response requirements</li> </ul>
	o D.3. Staffing
	o D.4. Subcontracting
	<ul> <li>D.5 Where Services to be Performed</li> </ul>
	<ul> <li>D6. Offer Checklist of Packet 1</li> </ul>
-	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 3.1. Subcontractor Disclosures
•	Section 3.J. References

At	ta	cł	۱n	ne	n	ts
		-				

- 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
- Attachment N LLCS and EDSS Technical Requirements
- Attachment O Offer Template

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

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
<ul> <li>Section 1.D. Specifications, Qualifications, Statement of Work</li> </ul>
<ul> <li>D.1. and D.2 Overview, Quals, response requirements</li> </ul>
o D.3. Staffing
<ul> <li>D.4. Subcontracting</li> </ul>
<ul> <li>D.5 Where Services to be Performed</li> </ul>
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 3.1. Subcontractor Disclosures
Section 3.J. References

	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
•	Attachment N - LLCS and EDSS Technical Requirements
•	Attachment O – Offer Template

### PUBLIC HEATH DIGITAL TRANSFORMATION ENABLEMENT SERVICES RFP Attachment O – Offer Template

#### Table of Contents

1.0	Exec	utive S	ummary	4
2.0	Qual	ificatior	is and Experience	5
	2.1	Offeror	r Background	5
	2.2	Releva	Int Offeror Experience	5
	2.3	Refere	nces	7
3.0	Prop	osed St	affing	8
	3.1	Approa	ach to Staffing	8
	3.2	Key Pe	ersonnel	9
4.0	Loca	tion Wh	ere Services Will be Performed	10
5.0	Wor	k Plan		11
6.0	Resp	oonse to	Solution Functional Requirements	12
	6.1	LLCS I	Functional Requirements	12
		6.1.1	Narrative Response to LLCS	12
		6.1.2	Requirement-Level Response to LLCS	12
		6.1.3	Licensing for LLCS	12
		6.1.4	Compliance Assurance for LLCS	13
		6.1.5	Surveys for LLCS	13
		6.1.6	Waiver for LLCS	14
		6.1.7	Central Registry for LLCS	14
		6.1.8	Reporting and Analytics for LLCS	15
		6.1.9	Construction for LLCS	15
		6.1.10	Legal for LLCS	15
	6.2	EDSS	Functional Requirements	16
		6.2.1	Narrative Response to EDSS	16
		6.2.2	Overall EDSS	16
		6.2.3	Data Exchange for Disease Reporting	17
		6.2.4	Standardization and Organization of Data and Disease Modules	18
		6.2.5	Reporting and Analytics	18
		6.2.6	Case and Disease Management Workflow	19
		6.2.7	Other	19
		6.2.8	Requirement-Level Response to EDSS	20
7.0	Resp	oonse to	Solution Technical Requirements	21
	7.1	Requir	ement-Level Response to Technical Requirements	21
	7.2	Narrati	ve Response to Response to Technical Requirements	21
		7.2.1	General Technical Solution Approach	21

		7.2.2	Usability	22
		7.2.3	Audit and Compliance	22
		7.2.4	Performance and Availability	23
		7.2.5	Interface List	24
		7.2.6	Cloud and Remote Hosting	24
		7.2.7	Interoperability / Hybrid Integration Platform	25
		7.2.8	Scalability and Extensibility	25
		7.2.9	Security and Access Control	26
		7.2.10	SaaS as Platform	27
		7.2.11	Solution Administration and Management	27
8.0	Resp	onse to	Service Requirements	29
	8.1	Service	Requirements List	29
	8.2	Project	Management	29
	8.3	Require	ements Validation	29
	8.4	Solution	n Design and Development/Configuration	29
	8.5	Data M	igration	30
	8.6	Testing		30
	8.7	Training	g	30
	8.8	SaaS (	solution Provisioning)	30
	8.9	Cutove	r/Deployment	31
	8.10	Mainter	nance and Operations	31
	8.11	Exit Tra	ansition	31
	8.12	Multi-V	endor Integration (MVI)	32
	8.13	Organiz	zational Change Management (OCM)	32
	8.14	Deliver	ables	32
9.0	Resp	onse to	Performance Management and Service Level requirements	33
	9.1	Narrativ	ve Response	33
	9.2		eted Service Level Requirements and Performance Management	
			bility Matrix	
	•••		Response to LLCS Solution Functional Requirements	
			Response to EDSS Solution Functional Requirements	
	•••		Response to LLCS and EDSS Technical Requirements	
	•••		Response to Service Requirements	34
14.0			Response to Performance Management and Service Level	34
15.0	-		Project Workplan	
			Commitment to Diversity	
			HIPAA Business Associate Agreement	

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

	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			
	<ul> <li>D.1. and D.2 Overview, Quals, response requirements</li> </ul>			
	o D.3. Staffing			
	o D.4. Subcontracting			
	<ul> <li>D.5 Where Services to be Performed</li> </ul>			
•	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 3.1. Subcontractor Disclosures			
-	Section 3.J. References			

	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				
•	Attachment N - LLCS and EDSS Technical Requirements				
•	Attachment O – Offer Template				

Attachment D – Program Background, E – Technical Background, F - Glossarv

#### STATE OF ILLINOIS ATTACHMENT D – PROGRAM BACKGROUND

#### Table of Contents

1.0	Overview of Document	2
	Public Health Overview	
3.0	I-CARE (Immunization Information System — IIS Modernization)	2
4.0	LIMS (Laboratory Information Management System — LIMS Modernization)	3
5.0	LTC (LTC Licensing and Certification System — LLCS Modernization)	4
6.0	I-NEDSS (Electronic Data Surveillance System — EDSS Modernization)	5

#### STATE OF ILLINOIS ATTACHMENT E – TECHNICAL BACKGROUND

#### **Table of Contents**

1.0	Overview of Document	2
	I-CARE (Immunization Information System — IIS Modernization)	
	LIMS (Laboratory Information Management System - LIMS Modernization)	
4.0	LTC (LTC Licensing and Certification System — LLCS Modernization)	10
5.0	I-NEDSS (Electronic Disease Surveillance System — EDSS Modernization)	14

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
Term of Actonym	Actonym meaning	Definition
3DES	Triple-DES	Triple-DES
ABD	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

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

	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
	o D.3. Staffing
	o D.4. Subcontracting
	• D.5 Where Services to be Performed
•	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

	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
•	Attachment N - LLCS and EDSS Technical Requirements
•	Attachment O – Offer Template

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

Table of Contents 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 1.0 Executive Summary ..... additional or alternate roles which fulfill the State's required gualifications, based on its proposed solution. Key staff must be assigned full-time to the program. 2.0 Qualifications and Experience ..... Table 1: M&O and Development Fixed Price Staff Offeror Background. Attachment G – Key 2.2 Relevant Offeror Experience Role Description 2.3 References ..... Staff Required Program/Initiative-Level Proposed Staffing..... Working closely with the Relationship Manager, responsible 3.1 Approach to Staffing..... for oversight of overall contract activities, including project 1 Lead Program Manager management components that facilitate planning, schedule 3.2 Key Personnel.... Attachment O management, and status reporting. Location Where Services Will be Performed ..... 4.0 The Enterprise Architect will oversee the implementation of Template, where the 5.0 Work Plan ......11 holistic solutions by analyzing client needs and employing Response to Solution Functional Requirements ... 2 Enterprise Architect critical thinking in the development of architecture 6.0 ..12 Offer will contain specifications, solution intent and the evolution of design. implementation, and test. Please provide the following information about the individual completing this reference questionnaire on behalf of the this info Responsible for maintaining the release management plan above-named Offeror. and all code and documentation related to the promotion of Release/Deployment/Transition **Client Information** 3 releases through all environments Manager Serves as the primary point of contact for communication Organization Name (Client): Organization Address: and coordination of transition-in activities with the State. Person Providing the Reference: Title: For Each LLCS & EDSS Phone Number: Email Address: Responsible for oversight of overall workstream activities, 4 Workstream Manager including project management components that facilitate Brief Description of Services the Offeror is/has planning, schedule management, and status reporting provided: Attachment G – Key Staff Responsible for the functional capabilities and business 5 Functional Manager processes being automated by the solution. **Resume Template** Reference Signature, Printed Name and Date: Responsible for design and integration of all software Technical/Software components of the system (e.g., application frameworks, Configuration / Double property middleuvere etc.) Vendor Name: Proposed Staff's Name: Signature Printed Name Date Role: Lead Program Manager Project Description Relevant Experience Description **Reference Contact** uestions MQ Company Name, Project Name, Time Mandatory Qualifications Staff's role and description of the Contact Name, Company Name, Period (MM/DD/YY - MM/DD/YY), and % elevant experience on the project(s) Phone Number, and Email of time 1. How long have you been contracting with this Vendor? Must have a minimum of five (5) years' Contact Name: Company Name: Role experience with development, design, Project Name: CompanyName Attachment H -1-2 years implementation of large-scale initiatives Description of relevant Phone Number: and programs as well as system Time Period: experience: Email: **Reference Forms (at** analysis and design. Must possess 3-5 years п Percentage of Time: Project Management Professional (PMP) Certification from Project Company Name: Contact Name: least three 5-10 years Role: Management Institute (PMI). Company Name: Project Name: Description of relevant Phone Number: references) 10-15 years Time Period: experience: Email: Percentage of Time 15+ years Total Duration:

### PUBLIC HEATH DIGITAL TRANSFORMATION ENABLEMENT SERVICES RFP PRICE/COST INFORMATION

	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
	o D.1. and D.2 Overview, Quals, response requirements
	o D.3. Staffing
	o D.4. Subcontracting
	<ul> <li>D.5 Where Services to be Performed</li> </ul>
•	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

	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
•	Attachment N - LLCS and EDSS Technical Requirements

Attachment O – Offer Template

# PUBLIC HEATH DIGITAL TRANSFORMATION ENABLEMENT SERVICES RFP ATTACHMENT J – SERVICE REQUIREMENTS AND DELIVERABLES

#### 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 Scop		fc	or each deliverable in Cost
	Solutions within Scop			Proposal
2.1 Project Management		ا Fable 13. Minimum Li	ist of Doliverships	Toposal
2.2 Requirements Validation		Service Domain	Name of Deliverable	Notes – Deliverables Submissions, Timing
2.3 Solution Design and	-		1. Project Management Plan (PMP)	
Development/Configuration		Project Management	2. Project Schedule	Once for entire scope of work, maintained current during contract term.
2.4 Data Migration	Coope of Convises includes the impl	Floject Management	3. Monthly Status Report	Monthly delivery.
2.5 Testing	<ul> <li>Scope of Services includes the impl the following solutions:</li> </ul>	Requirements	4. Requirements Validation Report	
		Validation	4. Requirements valuation report	Once each for LLSC and EDSS solutions.
2.6 User Training	LLCS Modernization	Solution Design and Development/ Configuration	5. Configuration Management Plan	
2.7 SaaS (solution provisioning)	EDSS Modernization		6. System Design Document	
2.8 Cutover/Deployment/Hypercare			<ol> <li>Detailed Functional and Technical Design Document</li> </ol>	
2.9 Maintenance and Operations			8. Role to Position Mapping	Once each for LLSC and EDSS solutions. Possibly additional submissions for each solution iteration to be
2.10 Knowledge Transfer and Exit		Data Migration	9. Data Migration Strategy	deployed in production. Note that Offerors are to
Transition			10. Data Migration Plan	propose the go-live events in their Offers and include the relevant number of deliverable submissions to align
2.11 Multi-Vendor Integration (MVI)	Scope of Services includes the follo	Testing	11. Test Management Strategy	with the number of distinct go-live events.
<b>0</b> ( )			12. Functional Test Plan	
2.12 Organizational Change	LLCS Modernization		13. Parallel Comparison Test Plan	
Management (OCM)	EDSS Modernization		14. Performance (Load and Stress) Test Plan	
	<ul> <li>IIS Modernization (implementation scope of an incumbent vendor)</li> <li>LIMS Modernization (implementation the scope of an incumbent vendor)</li> </ul>	tion is within	Attachment O – Offer Temp elicits a narrative response for	
3.0 Summary Deliverable List	As indicated above.		of the service domains	

Offerors must provide fixed cost

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

Offere	Offeror: Insert Offeror Name on TOC tab				Insert	Proposei	r Name h	ere						C	oct S		vrv fo	r 21
Worksheet Title / Hyperlink	Description															umma		1 24
nstructions	Instructions for completing Co	st Workbook			PLEA	SE NOT	E:									Mont	ns	
		al costs. No data entry on this	tab. Offerors m	nust	4 TL	ne Offero												
. Total Cost Summary		e presented correctly and the					r Name provided i	n liaht a										
	given the additional lines that				hiahli	: space p	opulate a	across al	Lother									
Deliverables Costs	Worksheet for one-time delive				works	sheets.												
		izo opacina costo cuch os Sor	- Questintion	fann		ells requi	rina Offe	ror data	entrv are									_
Ongoing Costs		A	14	G D	E	F	G	H		J	К	L	M	N	0	P	Q	R
ongoing costs	for solution components in pr	1 RFP P-Covid19:141 - Pi	ublic Heath Dig	jital Trans	tormatic	on Enabl	ement S	ervices						<b>V</b>				
	provisioning/hosting, mainten	2 Total Cost Summary																
Cost Assumptions	dependent.	3 Insert Offeror Name on TOC	tab															
	dependent.	5 Total Cost Summary: Two-Yea	r Contract Term											To	tal Costs by	Contract Mo	nth	
			Total Deliverable															
		6 Description of Deliverable Group	Costs	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
		7 Project Management Deliverables	s -	-			-		-			•			-			-
Cost Workbook tabs		8 Deliverables	s -															
		Solution Design and	s -									<u> </u>	<u> </u>					<u> </u>
		9 Development/Configuration	-		-		-		-	-	-			-	-	-	-	
		10 Data Migration Deliverables 11 Testing Deliverables	\$ - \$ -						-					-	-	-	-	
		12 User Training Deliverables	ş -				-		-									-
		SaaS (solution provisioning)	s .															
		13 Deliverables Cutover, Deployment, Hypercare																
		14 Deliverables	s -	-	•	•	-		-		•	•	•	•	-	-		-
		Maintenance and Operations 15 Deliverables	s -						-	1.1					-			
		Knowledge Transfer and Exit	s -															
		16 Transition Deliverables Multi-Vendor Integration (MVI)	-															
		17 Deliverables	\$-	-	-		1.1		-	1.1	-	-	-		-	1.1	1.1	1.1
		Organizational Change Managemen (OCM) Deliverables	ts -		-		-	-		-						-	-	
		19 TOTAL Deliverable Cost	<u>19</u> 5 -															
		Ongoing Costs	Total Ongoing	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
		20	Costs															
		21 Maintenance & Operations Services Multi-Vendor Integration and OCM	ə -											-		-	-	
		22 Services	\$ -	-	-			-	-	1	-			-			-	
		LLCS Modernization	s .														-	
		23 Solution Provisioning	*															-
		23 Solution Provisioning EDSS Modernization	5															-
			\$ -		•				•	-	•			-	-	-	-	•

ATTACHMENT K – PERFORMANCE MANAGEMENT AND SERVICE LEVEL REQUIREMENTS

	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
	o D.1. and D.2 Overview, Quals, response requirements
	o D.3. Staffing
	o D.4. Subcontracting
	• D.5 Where Services to be Performed
•	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 3.1. Subcontractor Disclosures
-	Section 3.J. References

	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
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	Attackment O Offer Templete

Attachment O – Offer Template

responding to the

ATTACHMENT K – PERFORMANCE MANAGEMENT AND SERVICE LEVEL REQUIREMENTS

	Incident Severity / Priority			
	The grid below establishes the criteria which establish the prio	rity/severity of incide	nts. This should be	referenced while r
	SLA target within the Service Level Targets tab			
				pact
		State-Wide	Location	Multiple Users
	A full outage of multiple services or all services and/or noncompliance with regulations	Critical	Critical	High
Urgency	An incident completely affecting a service, no workaround available	Critical	High	High
5	An incident affecting a service; workaround is available	High	Medium	Medium
	An incident that has no impact to the availability of the	Medium	Low	Low
	affected service; redundancy is available	meanan	2011	
Incident Severity/Priority	Definition (what constitutes an incident priority at this level?)	Incident Resolution Timeframe		
	The production system is down, or mission critical functionality is			
	inoperable. Users are unable to reasonably perform their normal			
Severity 1 - Critical	functions. The situation is considered an emergency.	4 hours		
	Examples: portal outage, network outage, critical system component			
	outage (e.g., eligibility determinations) 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			
Severity 2 - High	blocked/incorrect. There is no workaround or it is cumbersome to	1 business day		
Severity 2 - mgn	business operations.	r business day		
	Examples: scanning outage, connectivity to critical interface (e.g.,			1
	MMIS) is down, notice generation not working, eligibility			
	determination blocker or data issue resulting in a large impact, external verification source unavailable			
	Moderate impact to application unctionality, data, or performance			
	resulting in multiple users being impacted in their normal function or			
	resulting in a high number of our tomer 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 LLC	S Service Level Target	s (+)	

B C 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	

D

S2 - Performance - Aver	Requirement Met				
	<b>LR</b> System performance must meet end-user expectations to deliver increased customer				
Description/Objective	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)				
weasurement	(Sum of all transaction response time) / (Number of transactions)				
SLA Reporting Period	Monthly				
SLR Measurement of	Time difference between measured average response time and 2 seconds				
Non-Compliance	nine unerence between measured average response time and 2 seconds				

S3 - Performance - Maximum Response Time									
SLR Description/Objective		em performance must meet end-user expectations to deliver increased customer faction and efficiency gains							
Target	entering command to receiving result)								
Measurement	(Transactions completed	ed within required time) / (Tot							
SLA Reporting Period	Monthly								
SLR Measurement of Non-Compliance	Percentage of transact	ons below target							
Instructions Incid	dent and Defect Priority	EDSS Service Level Targets	LLCS Service Level Targets 🕀						

ATTACHMENT LAND M – SOLUTION FUNCTIONAL REQUIREMENTS FOR LLCS AND EDSS

	Bid Package and Evaluation Model Components
-	Introduction
•	Table of Contents
•	Section 1.A. Instructions for Submitting Offers
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	o D.4. Subcontracting
	• D.5 Where Services to be Performed
•	Section 2.E. Pricing
•	Section 3.F. Standard T&Cs
•	Section 3.G. Exceptions to Solicitation and Contract T&Cs
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•	Section 3.1. Subcontractor Disclosures
•	Section 3.J. References

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Attachment O – Offer Template

# PUBLIC HEATH DIGITAL TRANSFORMATION ENABLEMENT SERVICES RFP ATTACHMENT LAND M – SOLUTION FUNCTIONAL REQUIREMENTS FOR LLCS AND EDSS

		State of Illinois Department	nt of Public Health									
2		Public Health Infrastructur	re Modernization									
3		RFP #: P-Covid19:141										
1		Template L - Functional Re	equirements LLCS Traceability Matrix									
i User	Stories											
ID		Requirement Name	User Story Description	Background / Additional Context	Requirement Met	Solution Method	Suggested	d Modif	fication to			
							Requirem	nent or	Clarifying			
5							<u></u>	mman	+e			
1.40	Epic	As a system, we need the	ability to provide notifications, so that lice	ense renewals and status changes related to LTC facilities								
			t manner benefitting LTC staff and LTC facil	-						1000		
0									tate of Illinois Department of Public He		_	
141	Story	Notification	As a Licensing Office Administrator, I	7 months duration is a statutory requirement.					ublic Health Infrastructure Moderniza FP #: P-Covid19:141	ion		
1.4.1	Story	Notification	want to be notified at least seven	7 months duration is a statutory requirement.					Atachment M - Functional Requirement	Is EDSS Traceability M	autois.	
							Function	mal Featu				-
			-	e The application packet includes; copy of Application,			ID			Requirement Met	Solution Method	Suggested Modification to Requirement or Clarifying
			of LTC facilities, so that the facilities	copy of Administrative Form, copy of Room Bed/Level								Comments
			owner can accurately complete the	of Care Form and Alzheimer Special Care Form,			3.8		he Solution will include the capability			
			application.	Instructions, Fee, License Duration, and Return					proutbreak management that			
9				Envelope) to the owner.					ntegrates case and outbreak data, and includes report generation			
1.4.2	Story	Notification	As a Facility, I want to be notified at	Currently, facility owners receive mail notification.					unctionality, ability to report outbreak			
			least six months prior to my LTC facility					d	ata to CDC as defined by CDC or IDPH,			
			license renewal date, so that I can apply	y .					nd management of outbreaks of			
0			for renewal at least four months in						iseases not included in the case			
1.4.3	Story	Status Notification	As a Licensing Office Administrator, I	Include violation, probation expiration, change of				184	urveillance system.			
			want to be notified of LTC facility licens	e ownership, bed changes.				17	he Outbreak Reporting System (ORS) is			
			status changes, so that I can evaluate						web-based system available to illinois			
			what type of license to issue them or an	v					HD communicable disease staff under			
1			other action need to be taken.					- E	he IDPH web portal Production			
1.4.4	Story	Status Notification	As a Facility, I want to be notified when	License approved , renewed, pending, rejected, active,					pplications tab. All preliminary utbreaks should be entered into ORS			
			the status of my LTC facility license	inactive.				1.1.1	within 24 hours or as soon as possible by	,		
2			changes, so that I can follow up.						HDs. Once an outbreak investigation is			
1.4.5	Story	Notification	As a Licensing Office Administrator, I	More of a background check of the facilities owners;				64	omplete, final outbreak reports should			
			want to be notified when license was	if owners have anything illegal on their background,					e entered in ORS and submitted to	1		
			approved or renewed, so that I can	Licensing Office Administrator would like to be					OPH within 30 days. Reports of utbreak data can be created and			
			validate the accuracy before issuing the	notified so he can take appropriate actions.					lewed in the Business Objects			
3			license.	Periodic - daily/weekly/monthly.			3.9	_	he Solution will have the ability to			
1.4.6	Story	Workflow Notifications	As an Licensing Office Administrator, I	Also important for auditing purposes.					clude an animal rabies testing			
			want workflow automation and				3.10		he Solution will have the capacity to			
			subsequent auto-generated				1.11.1	1.1.1	nsure TB module conforms to the 2020			
			notifications, so that all Licensing Offic	e					eport of Verified Case of TB (RVCT).			
			Administrators can efficiently				3.11		he Solution will have the ability to pload and store historical case and			
4			communicate and complete tasks in the					1.122	otbreak data within reporting system			
1.4.7	Story	Letters	As a Licensing Office Administrator, I	Currently, there is a SharePoint list "Certified Mail					atabase. whom, and who the request			
	1 7		want to be able to create system	Tracking" and one named "Complaint Letters" that are			amount	_	vas fulfilled by.			
			generated letters as well as email, so	being utilized for tracking letters.			4.00	R	eporting and Analytics	2		
			that all correspondence resides in one				- 4.63	in in	structions EDSS Functional Features	Current Report Li	st	
5			place making it easier to track.									
-		Instructions 1 Line	nsing 2. Compliance Assurance	3. Surveys 4. Waiver 5. Central Registry	6 Paparting	7 Construction	8. Legal	G				
		Instructions 1. Lice	2. Compliance Assurance	5. Surveys 4. Waiver 5. Central Registry	o. Reporting	7. Construction	o. Legar	Ċ				

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

	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
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Attachment O – Offer Template

#### 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 Met	Solution Method	Suggested Modifi	cation 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	·	1				<b></b>		
	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	1							
	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.	′	<u> </u>						
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	Γ '							
	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 bosting space for IDPH, baving a	<u>'</u> '	<u> </u>				<del></del>		
	Introduction Instructions G1 Usability G2 Audit_&_Compliance G3 Perf. and A	Avail. G4 Int	terface List	T1 Cloud & Remote Hosting	T2 Interoperability-HIP	T3 Scalability&Extensibility	T4 Secur	rity & Acces	s Controls
				-					

### POINTS TO REMEMBER

- **§** The contract term is limited to two years.
- **§** The deadline for submission is July 1st, 2022, by 2:00 pm CST
- S The instructions for RFP submission are in the main RFP § 1.A
- S Questions: All questions about the solicitation, including the Bidder's Conference, should be directed in writing to <u>DoIT.ESM@Illinois.gov</u> by April 25, 2022, at 2pm CST.
- **§** 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