



AMERICA'S  
FASTEST  
GROWING  
PRIVATE  
COMPANIES



# REQUEST FOR PROPOSAL

## Solicitation Number:

### 710-24-020

August 08th, 2024

Inteliblu LLC



STATE OF ARKANSAS  
Department of Human Services  
Office of Procurement  
700 Main Street  
Little Rock, Arkansas 72201

# INDEX

## **TECHNICAL PROPOSAL PACKET**

- Response Signature Page
- Vendor Agreement and Compliance
- Addendum 1
- Addendum 2
- Addendum 3
- Addendum 4
- Disclosure Form, Attachment A.
- Equal Opportunity Policy
- Proposed Subcontractors Form
- Voluntary Product Accessibility Template (VPAT)
- Information for Evaluation

***ORIGINAL***  
***TECHNICAL PROPOSAL PACKET***  
***710-24-020***

# RESPONSE SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION			
Company:	Intelibblue LLC		
Address:	[REDACTED]		
City:	[REDACTED]	State:	[REDACTED]
		Zip Code:	72201
Business Designation:	<input type="checkbox"/> [REDACTED] <input type="checkbox"/> [REDACTED] <input type="checkbox"/> [REDACTED] <input type="checkbox"/> Nonprofit		
Minority and Women Owned Designation*:	<input type="checkbox"/> [REDACTED] <input type="checkbox"/> [REDACTED] <input type="checkbox"/> [REDACTED]		
	<input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American		
	AR Certification #: [REDACTED] * See <i>Minority and Women-Owned Business Policy</i>		
PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
Provide contact information to be used for solicitation related matters.			
Contact Person:	[REDACTED]	Title:	Manager
Phone:	[REDACTED]	Alternate Phone:	
Email:	[REDACTED]		
CONFIRMATION OF REDACTED COPY			
<input checked="" type="checkbox"/> YES, a redacted copy of submission documents is enclosed.			
<input type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.			
<i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Solicitation Terms and Conditions for additional information.</i>			
ILLEGAL IMMIGRANT CONFIRMATION			
By signing and submitting a response to this <i>Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants and <b>shall not</b> employ or contract with illegal immigrants during the term of a contract awarded as a result of this solicitation.			
ISRAEL BOYCOTT RESTRICTION CONFIRMATION			
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel and <b>shall not</b> boycott Israel during the term of a contract awarded as a result of this solicitation.			
<input checked="" type="checkbox"/> Prospective Contractor does not and <b>shall not</b> boycott Israel.			

**An official authorized to bind the Prospective Contractor to a resultant contract shall sign below.** The signature below signifies agreement that any exception that conflicts with a Requirement of this *Solicitation* may cause the Prospective Contractor's [REDACTED] to be rejected.

[REDACTED] \_\_\_\_\_ Title: Manager \_\_\_\_\_

Printed/Typed Name: [REDACTED] \_\_\_\_\_ Date: 08/05/2024 \_\_\_\_\_

## SECTIONS 1 – 4: VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

Authorized Signature: \_\_\_\_\_



*Use Ink Only.*

Printed/Typed Name: \_\_\_\_\_



Date: 08/05/2024

State of Arkansas  
DEPARTMENT OF HUMAN SERVICES  
700 South Main Street  
P.O. Box 1437 / Slot W345  
Little Rock, AR 72203

**ADDENDUM 1**

**TO:** All Addressed Vendors  
**FROM:** Office of Procurement  
**DATE:** July 10, 2024  
**SUBJECT:** Information Support Services (710-24-020)

---

The following change(s) to the above referenced RFP have been made as designated below:

☒ Change of specification(s)  
☐ Additional specification(s)  
☐ Change of bid opening date and time  
☐ Cancellation of bid  
☒ Other

---

**OTHER**

- Remove and replace the Official Price Sheet with the Revised Official Price Sheet.
- Remove and replace Attachment J with the Revised Attachment J Cost Proposal Template.
- Remove and replace Attachment K with the Revised Attachment K ISS Requirements

---

**CHANGE OF SPECIFICATIONS**

- Section 2.7.4 of the solicitation:  
Table 4 Contractor's Enterprise Platform Services Engagement Key Personnel Roles- remove the Project Team title, roles and responsibilities, and expected qualifications language entirely from Table 4 of the solicitation.

---

The specifications by virtue of this addendum become a permanent addition to the above referenced RFP. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: Arnetia Dean, [DHS.OP.Solicitations@dhs.arkansas.gov](mailto:DHS.OP.Solicitations@dhs.arkansas.gov); (501) 683-

\_\_\_\_\_  
Vendor Signature

**Inteliblu LLC**

\_\_\_\_\_  
Company

**07/16/2024**

\_\_\_\_\_  
Date

State of Arkansas  
DEPARTMENT OF HUMAN SERVICES  
700 South Main Street  
P.O. Box 1437 / Slot W345  
Little Rock, AR 72203

**ADDENDUM 2**

**TO:** All Addressed Vendors  
**FROM:** Office of Procurement  
**DATE:** July 16, 2024  
**SUBJECT:** Information Support Systems

---

The following change(s) to the above referenced RFP have been made as designated below:

☐ Change of specification(s)  
☐ Additional specification(s)  
☒ Change of bid opening date and time  
☐ Cancellation of bid  
☒ Other

---

**CHANGE OF BID OPENING DATE AND TIME**

---

- Bid submission date and time changed to: August 7, 2024, 1:00 p.m., CST
- Bid opening date and time changed to: August 7, 2024, 2:00 p.m., CST

---

**OTHER**

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ACTIVITY	DATE
Public Notice of RFP	June 26, 2024
Deadline for Receipt of Written Questions	July 1, 2024, at 4:00 P.M. CST
Response to written Questions, On or About	July 10, 2024
Proposal Due Date and Time	August 7, 2024, at 1:00 P.M. CST
Opening Proposal Date and Time	August 7, 2024, at 2:00 P.M. CST
Intent to Award Announcement Posted, On or About	October 4, 2024
Contract Start Date (Subject to State Approval)	February 1, 2025

---

The specifications by virtue of this addendum become a permanent addition to the above referenced RFP. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: Arnetia Dean, [DHS.OP.Solicitations@dhs.arkansas.gov](mailto:DHS.OP.Solicitations@dhs.arkansas.gov) or via phone at 501-683-5969.

  
Vendor Signature

07/17/2024

Date

Inteliblu LLC  
Company

State of Arkansas  
DEPARTMENT OF HUMAN SERVICES  
700 South Main Street  
P.O. Box 1437 / Slot W345  
Little Rock, AR 72203

**ADDENDUM 3**

**TO:** All Addressed Vendors  
**FROM:** Office of Procurement  
**DATE:** August 2, 2024  
**SUBJECT:** Information Support Services (710-24-020)

---

The following change(s) to the above referenced RFP have been made as designated below:

☐ Change of specification(s)  
☐ Additional specification(s)  
☐ Change of bid opening date and time  
☐ Cancellation of bid  
☒ Other

---

**OTHER**

- Remove and replace the Revised Attachment J with Revision 2 Attachment J - Cost Proposal Template.
- Remove and replace the Revised Attachment K with Revision 2 Attachment K - ISS Requirements

---

The specifications by virtue of this addendum become a permanent addition to the above referenced RFP. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: Arnetia Dean, [DHS.OP.Solicitations@dhs.arkansas.gov](mailto:DHS.OP.Solicitations@dhs.arkansas.gov) or via phone at (501) 683-5969.

  
Vendor Signature

08/05/2024  
Date

Inteliblu LLC  
Company



State of Arkansas  
DEPARTMENT OF HUMAN SERVICES  
700 South Main Street  
P.O. Box 1437 / Slot W345  
Little Rock, AR 72203

**ADDENDUM 4**

**TO:** All Addressed Vendors  
**FROM:** Office of Procurement  
**DATE:** August 5, 2024  
**SUBJECT:** Information Support Services (710-24-020)

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The following change(s) to the above referenced RFP have been made as designated below:

☐ Change of specification(s)  
☐ Additional specification(s)  
☒ Change of bid opening date and time  
☐ Cancellation of bid  
☒ Other

---

**OTHER**

- Remove and replace the Revision 2 Attachment J with Revision 3 Attachment J -Cost Proposal Template.

---

**CHANGE OF BID OPENING DATE AND TIME**

- New Bid Submission date and time is August 12, 2024, at 12:00 p.m., CST
- New Bid Opening date and time is August 12, 2024, at 1:00 p.m., CST

---

The specifications by virtue of this addendum become a permanent addition to the above referenced RFP. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: Arnetia Dean, [DHS.OP.Solicitations@dhs.arkansas.gov](mailto:DHS.OP.Solicitations@dhs.arkansas.gov) or via phone at (501) 683-5969.

  
Vendor Signature

08/05/2024  
Date

Inteliblu LLC  
Company

## CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR:

SUBCONTRACTOR NAME:

☐ Yes ☐ No

IS THIS FOR:

TAXPAYER ID NAME:

Goods? Services? Both?

■ I.:

CITY:

STATE:

ZIP CODE:

---

COUNTRY:

**AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:**

### F O R I N D I V I D U A L S \*

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

☒ None of the above applies

### F O R A N E N T I T Y ( B U S I N E S S ) \*

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/commission, data entry, etc.]	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?		
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%)	Position of Control
General Assembly								
Constitutional Officer								
State Board or Commission Member								
State Employee								

☒ None of the above applies

## Contract and Grant Disclosure and Certification Form

**Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.**

**As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:**

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.

2. I will include the following language as a part of any agreement with a subcontractor:

*Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.*

3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

**I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.**

Signature \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

Vendor Contact Person \_\_\_\_\_ Title \_\_\_\_\_ Phone No. \_\_\_\_\_

Agency use only

Agency Number \_\_\_\_\_ Agency Name \_\_\_\_\_ Agency Contact Person \_\_\_\_\_ Contact Phone No. \_\_\_\_\_ Contract or Grant No. \_\_\_\_\_

## **Equal Opportunity policy**

### **Objective**

Intelibblue LLC is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. Intelibblue LLC prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, national origin, age, disability or genetic information. Intelibblue LLC conforms to the spirit as well as to the letter of all applicable laws and regulations. Additionally, Intelibblue LLC will take action to employ, advance in employment and treat qualified Vietnam-era veterans and disabled veterans without discrimination in all employment practices.

### **Scope**

The policy of equal employment opportunity (EEO) and anti-discrimination applies to all aspects of the relationship between Intelibblue LLC and its employees, including:

- Recruitment.
- Employment.
- Promotion.
- Transfer.
- Training.
- Working conditions.
- Wages and salary administration.
- Employee benefits and application of policies.

The policies and principles of EEO also apply to the selection and treatment of independent contractors, personnel working on our premises who are employed by temporary agencies and any other persons or firms doing business for or with Intelibblue LLC.

### **Dissemination and Implementation of Policy**

The officers of Intelibblue LLC will be responsible for the dissemination of this policy. Directors, managers and supervisors are responsible for implementing equal employment practices within each department. The HR department is responsible for overall compliance and will maintain personnel records in compliance with applicable laws and regulations.

### **Procedures**

Intelibblue LLC administers our EEO policy fairly and consistently by:

- Posting all required notices regarding employee rights under EEO laws in areas highly visible to employees. Advertising for job openings with the statement "An Equal Opportunity Employer—M/F/D/V." Posting all required job openings with the appropriate state agencies.
- Forbidding retaliation against any individual who files a charge of discrimination, opposes a practice believed to be unlawful discrimination, reports harassment, or assists, testifies or participates in an EEO agency proceeding.
- Requires employees to report to a member of management, an HR representative or the general counsel any apparent discrimination or harassment. The report should be made within 48 hours of the incident.
- Promptly notifies the general counsel of all incidents or reports of discrimination or harassment and takes other appropriate measures to resolve the situation.

## Harassment

Harassment is a form of unlawful discrimination and violates Intelibblue LLC policy. Prohibited sexual harassment, for example, is defined as unwelcome sexual advances, request for sexual favors and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals.
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Intelibblue LLC encourages employees to report all incidents of harassment to a member of management or the HR department. Intelibblue LLC conducts harassment prevention training for all employees, and maintains and enforces a separate policy on harassment prevention, complaint procedures and penalties for violations. Intelibblue LLC investigates all complaints of harassment promptly and fairly, and, when appropriate, takes immediate corrective action to stop the harassment and prevent it from recurring.

## Remedies

Violations of this policy, regardless of whether an actual law has been violated, will not be tolerated. Intelibblue LLC will promptly, thoroughly and fairly investigate every issue that is brought to its attention in this area and will take disciplinary action, when appropriate, up to and including termination of employment.

[Redacted signature block]

Thanks & Regards,

[Redacted signature block]

## PROPOSED SUBCONTRACTORS FORM

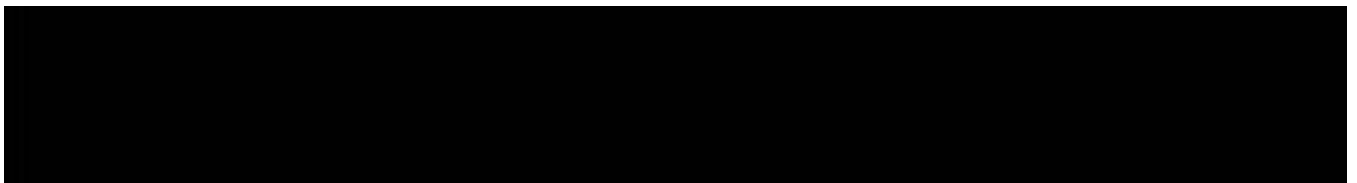
• **Do not** include additional information relating to subcontractors on this form or as an attachment to this form.

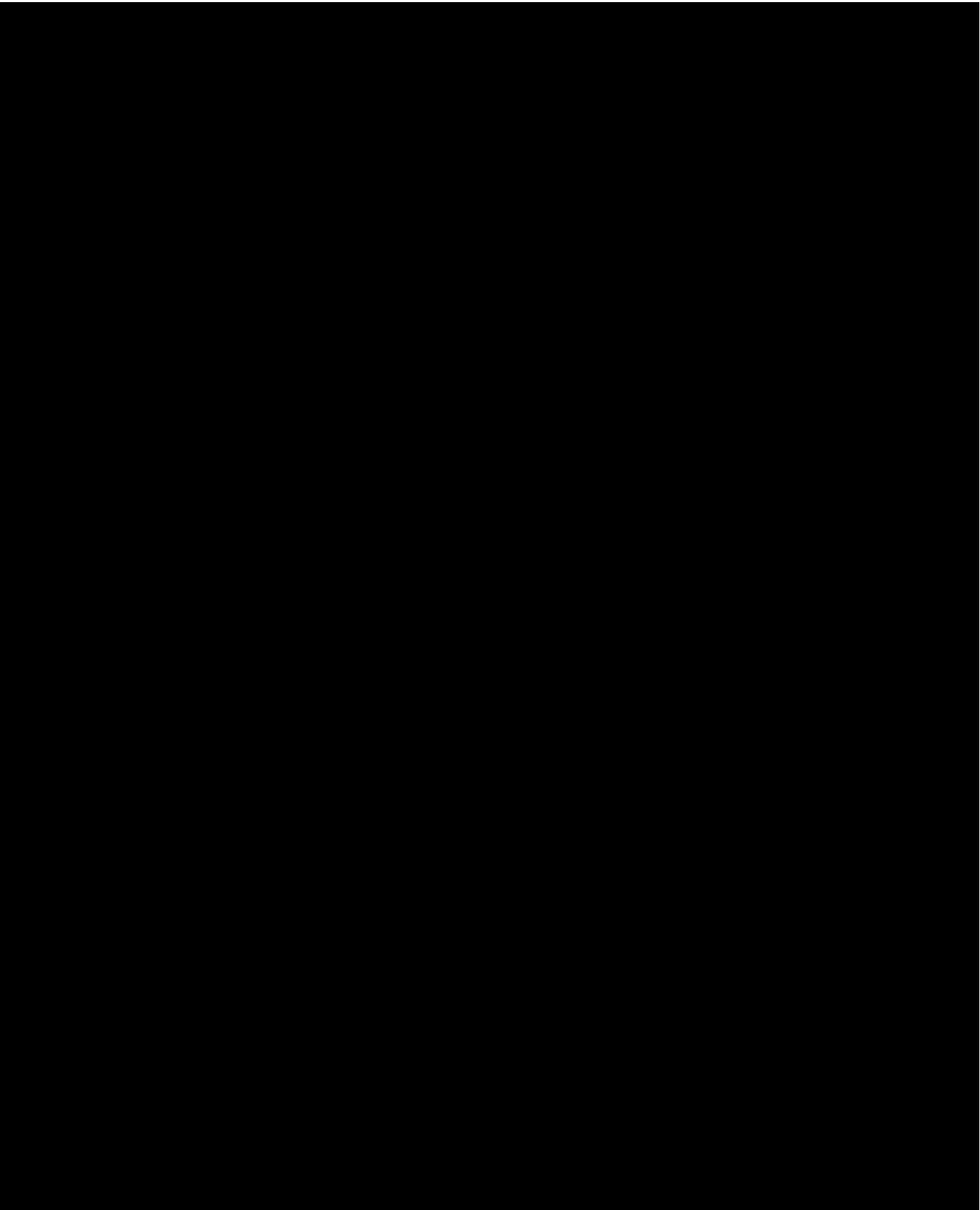
**PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.**

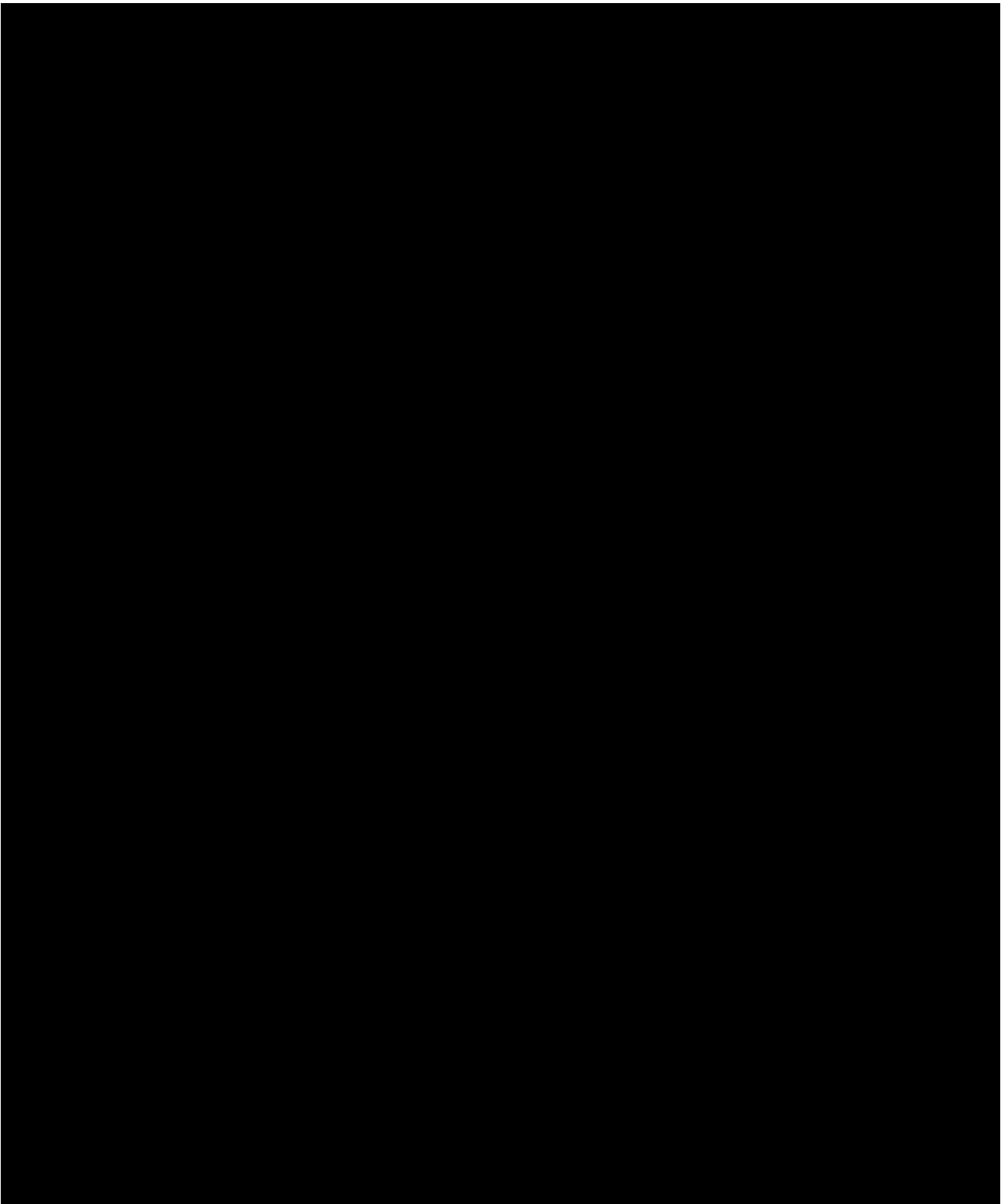
*Type or Print the following information*

Subcontractor's Company Name	Street Address	City, State, ZIP

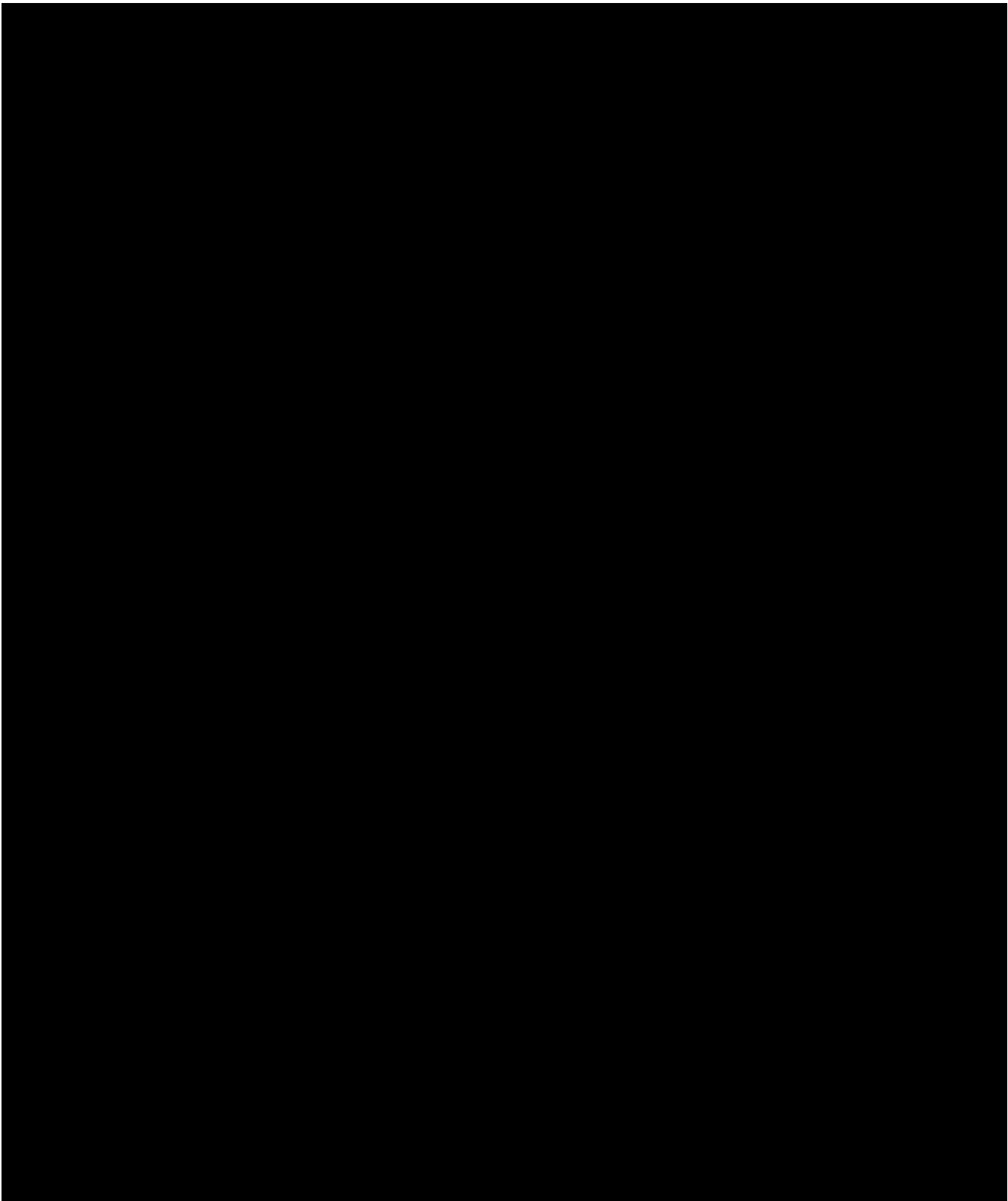
☒ **PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.**

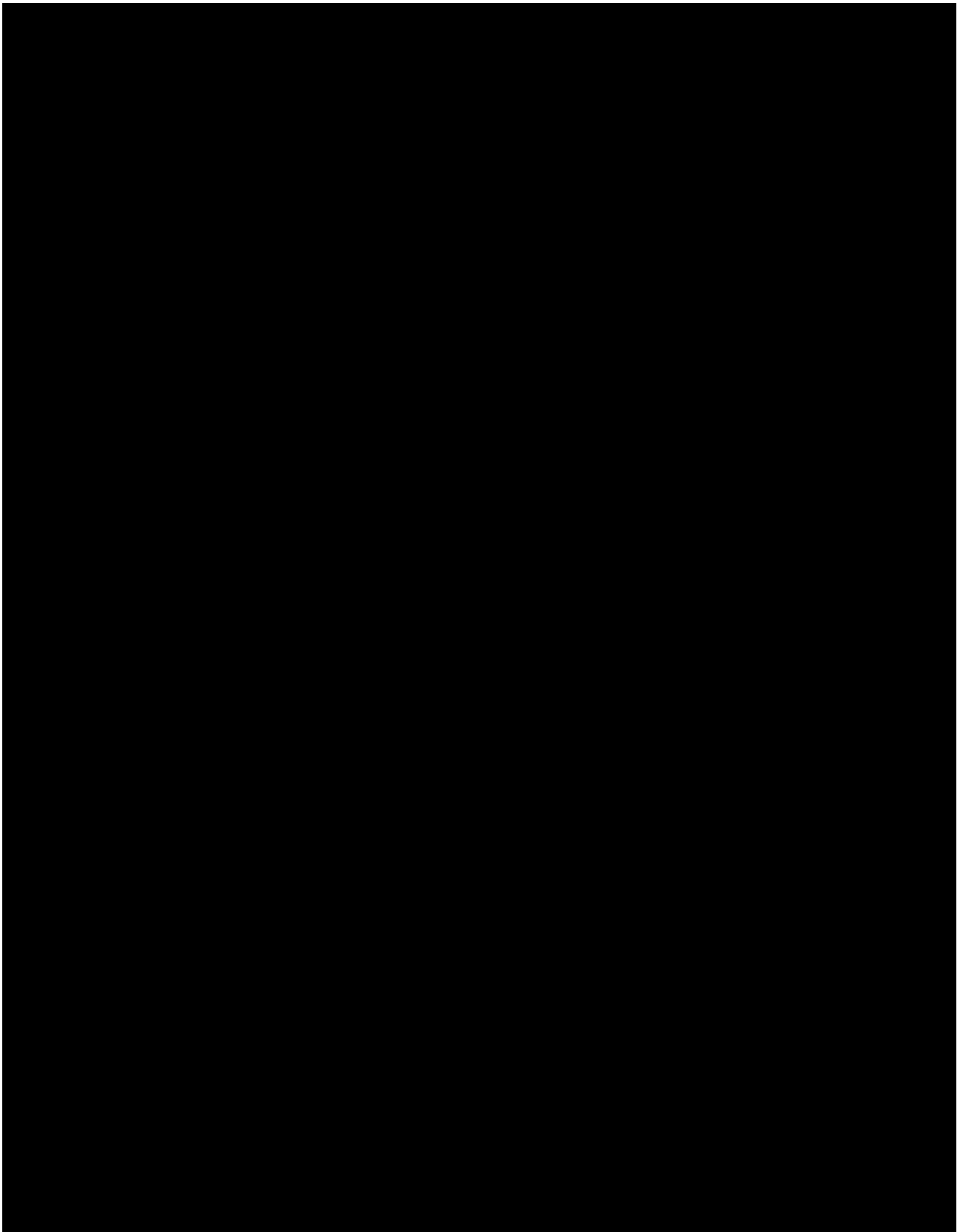


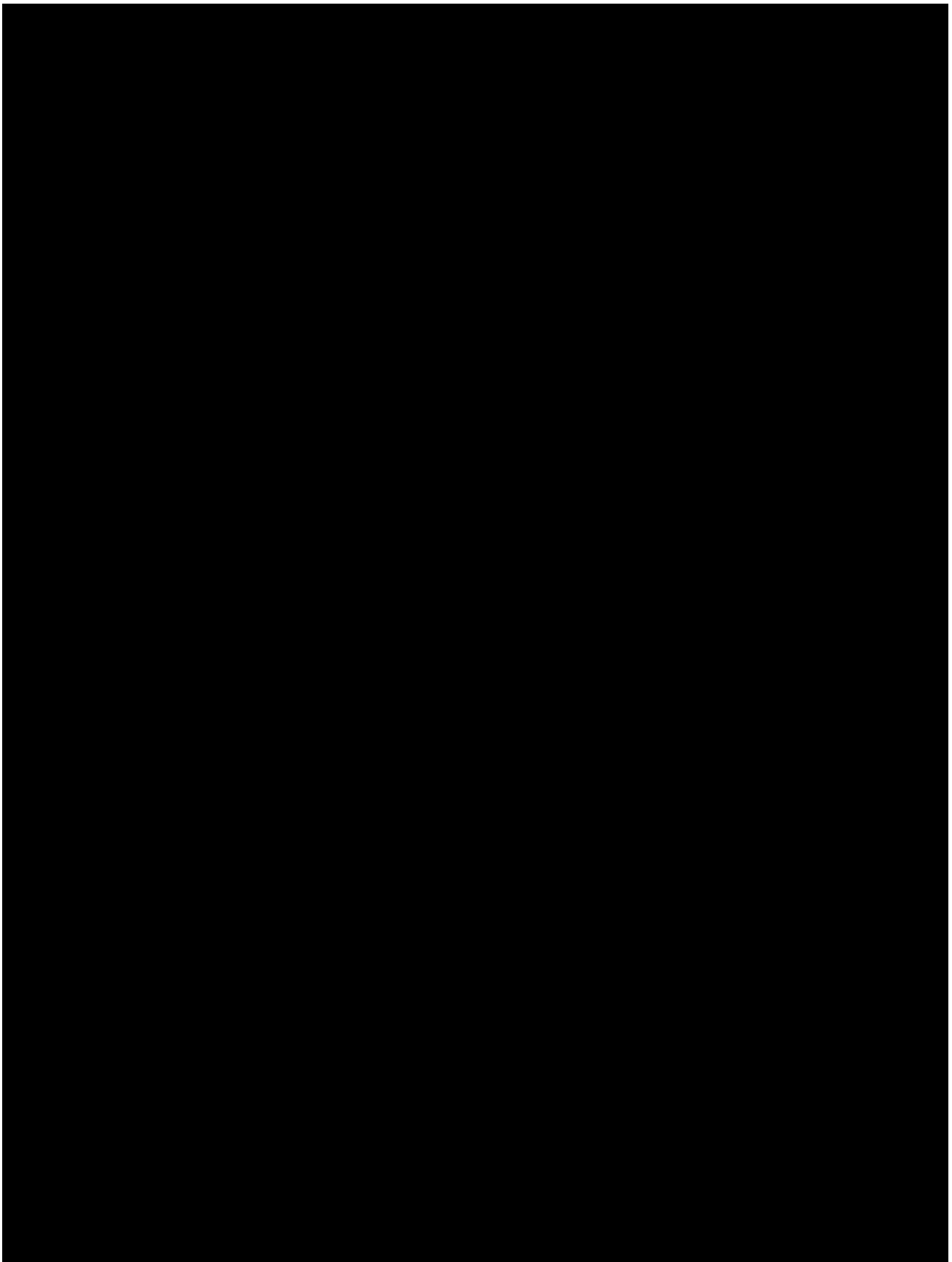








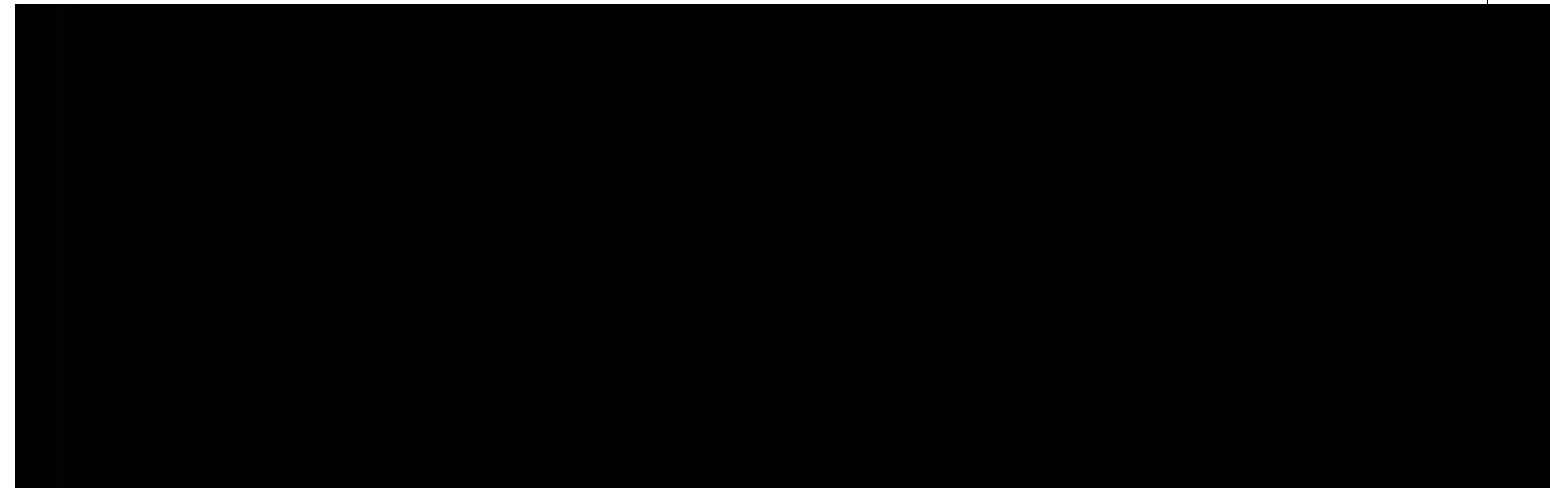
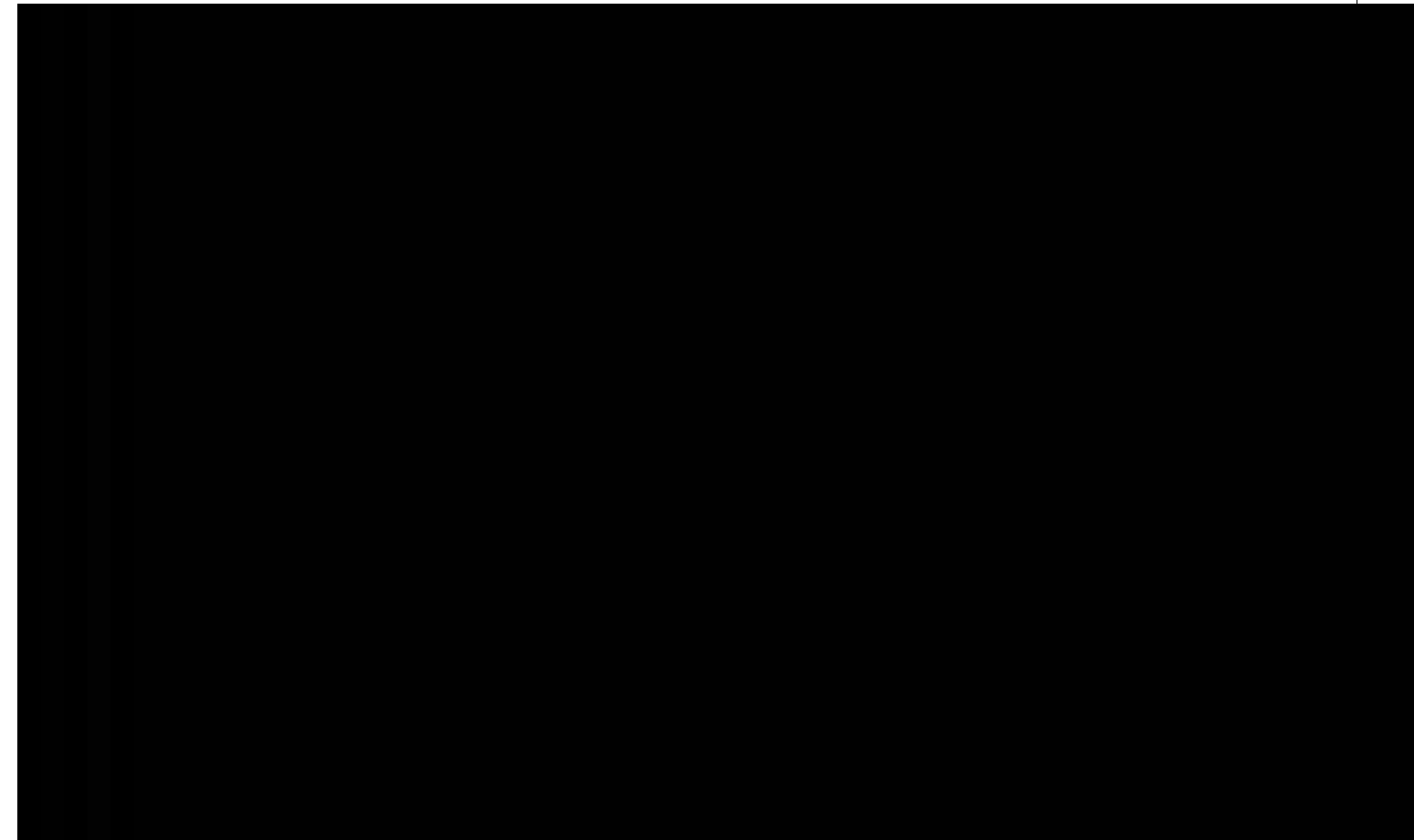




**INFORMATION FOR EVALUATION**

<b>E.1 Experience</b>	
A. Describe the Prospective Contractor and Subcontractor (if applicable) background, understanding of the relevant domain, and experience in the public sector including the following: <ul style="list-style-type: none"><li>• Number of years in business</li><li>• Total number of years providing services as outlined in the RFP</li><li>• Number of employees</li><li>• Physical locations in the U.S.</li><li>• Attachment L – Client History Form</li></ul>	5 Points

**Prospective Contractor: Intelibue**  
**Background and Understanding of the Relevant Domain:**



## **Attachment L**

***Client History Form***

***RFP # 710-24-020***

## **Client History Form**

***Instructions:*** This form is intended to help the State gain a full understanding of each Respondent's Information Support System experiences. This form **must** be accurately completed and signed by the same signatory who signed the Response Signature Page (please see final page below).

The State reserves the right to verify the accuracy of responses by contacting any of the listed clients; therefore, all applicable clients **must** be listed. For purposes of this form, the "client" is not an individual, but the entity which held the contract. By way of explanation, in the Contract resulting from this RFP, Arkansas's DHS will be the client. For each listed client, Respondents **must** include the client entity's name, address, and phone number. Additionally, Respondents are encouraged to provide an individual's contact information for a person at the client entity who is knowledgeable of the named project. If the State contacts the clients listed, the State reserves the right to either contact the listed individual and/or another person at the client entity. Omission of a relevant client or disciplinary action(s) will constitute a failure of form completion.

The boxes below each prompt will expand if necessary. If there are no contracts which meet the definition, Respondent **must** state "none."

1. Please list three (3) projects where you served as the ***prime contractor*** for a project similar in size, complexity, and scope in the past five (5) years. Briefly describe the scope of the project including the delivery of information support services and list client information for each project. If there are no projects which meet the definition, Respondent **must** state "none."



2. Please list three (3) projects where you and a team **(both prime contractor and subcontractor, if applicable)** have implemented Business Intelligence and Reporting as defined in the RFP of similar size, scope, and complexity in the past five (5) years. Include client information for each project. If there are no projects which meet the definition, Respondent **must** state "none."



3. Provide details of every disciplinary action taken against the bidder within the last five (5) years. Denote any that are: 1) pending litigation, 2) Terminated for Cause or Convenience and associated reasons, and 3) any other administrative actions taken by any jurisdiction or person against the vendor. If there are no disciplinary actions which meet the definition, Respondent **must** state "none."

None

4. List and summarize every judicial or administrative proceedings involving sourcing activities, claims of unlawful employment discrimination and anti-trust suits in which the bidder has been a party within the last five (5) years. If there are no proceedings which meet the definition, Respondent **must** state "none."

None

5. If the bidder is a subsidiary, submit answers to questions 3 and 4 for all parent companies. If the bidder uses subcontractors, associated companies and consultants that will be involved in any phase of this engagement, provide the same information for each of these entities. If there are no parent companies, subcontractors, associated companies and consultants, Respondent **must** state “none.”

None

Authorized Signature:

*(Use Ink Only)*

Title:

Manager

Printed/Typed Name:

Date:

07/17/2024

B. Describe the Prospective Contractor's understanding of the services specified in this RFP. Include strategies and areas of focus related to this service. Provide key trends affecting these services and describe how the Prospective Contractor will use these trends to benefit DHS.

5 Points

[Redacted content]

## E.2 Project Organization and Staffing

5 Points

- A. Organization and Staffing Plan - Provide a Staffing Plan and associated organizational chart detailing the total number of personnel, level, roles and responsibilities, and team reporting relationships. Identify all proposed key personnel their roles and responsibilities. The proposed structure should assume twenty-five percent (25%) of onsite work is needed for key personnel and seventy-five percent (75%) remote work. Describe the vendor's approach for maintaining anticipated twenty-five percent (25%) onsite presence.

[REDACTED]

[REDACTED]

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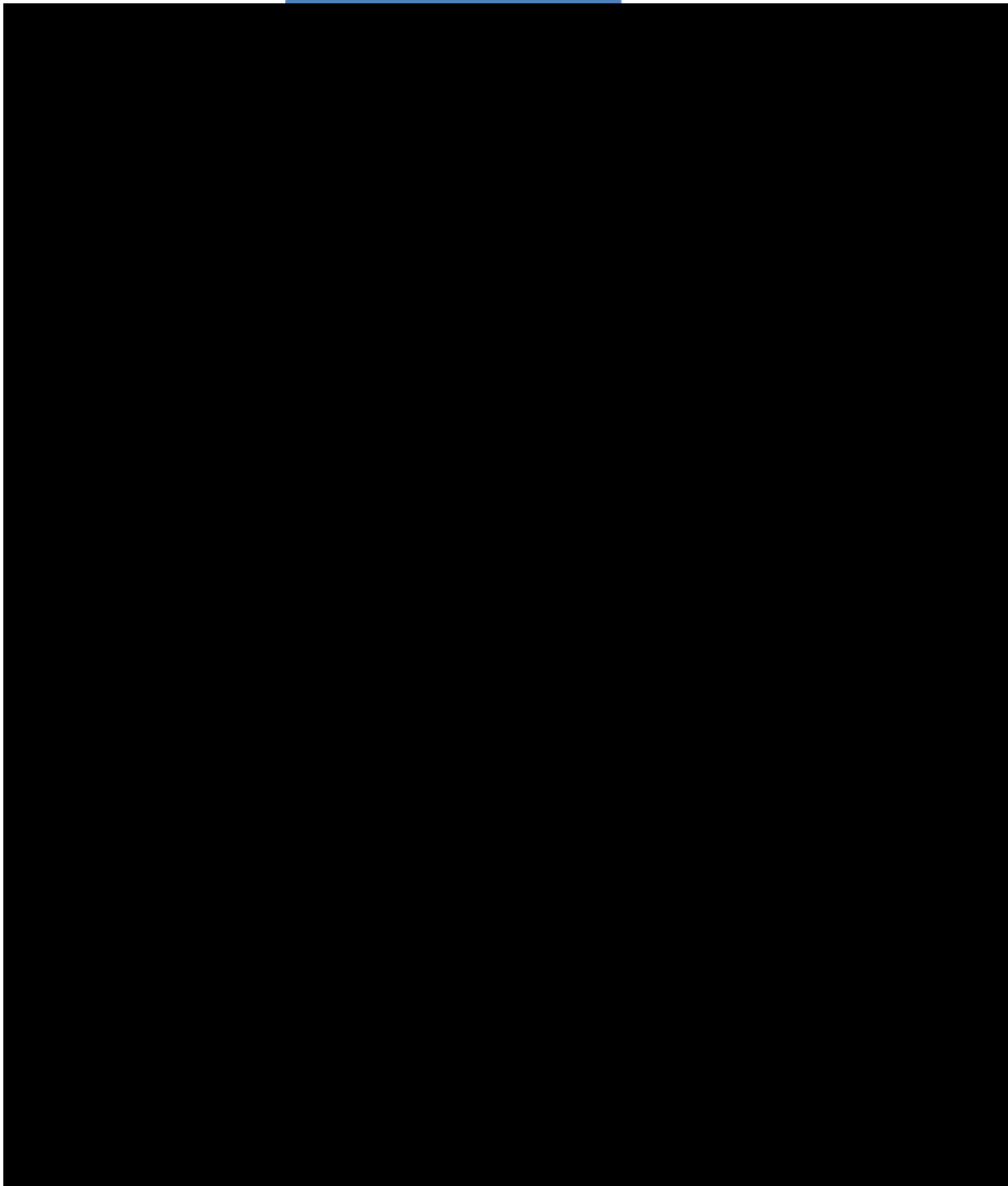
[REDACTED]

[REDACTED]

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[REDACTED]

The organization chart of SOI-DWD and the PMO within the Department is shared below-



[Redacted text block]

- [Redacted list item]

[Redacted text line]

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*We understand that the resource requirements for “Implement Enhancement” and “Provision As-Needed” will be provided on a case-to-case basis depending on Work Orders raised.*

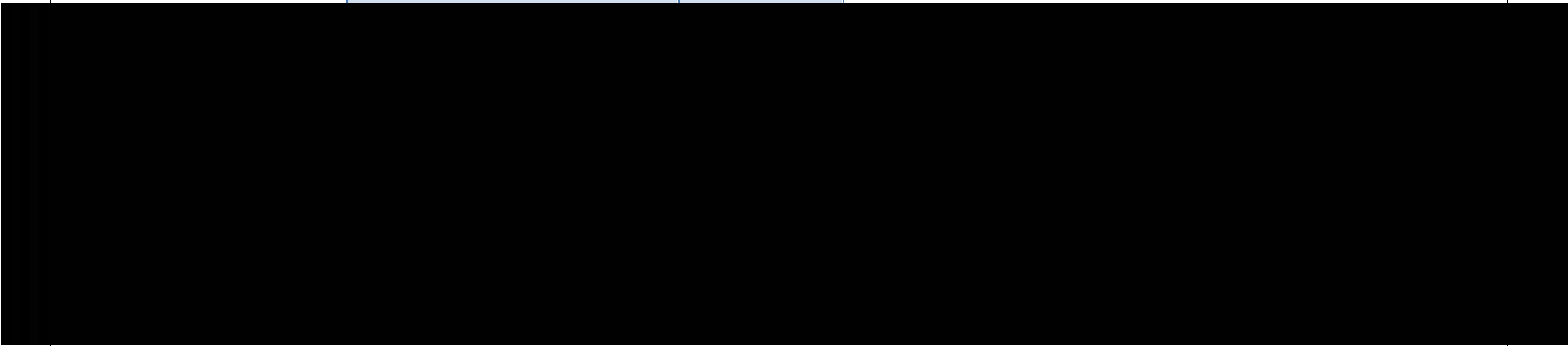
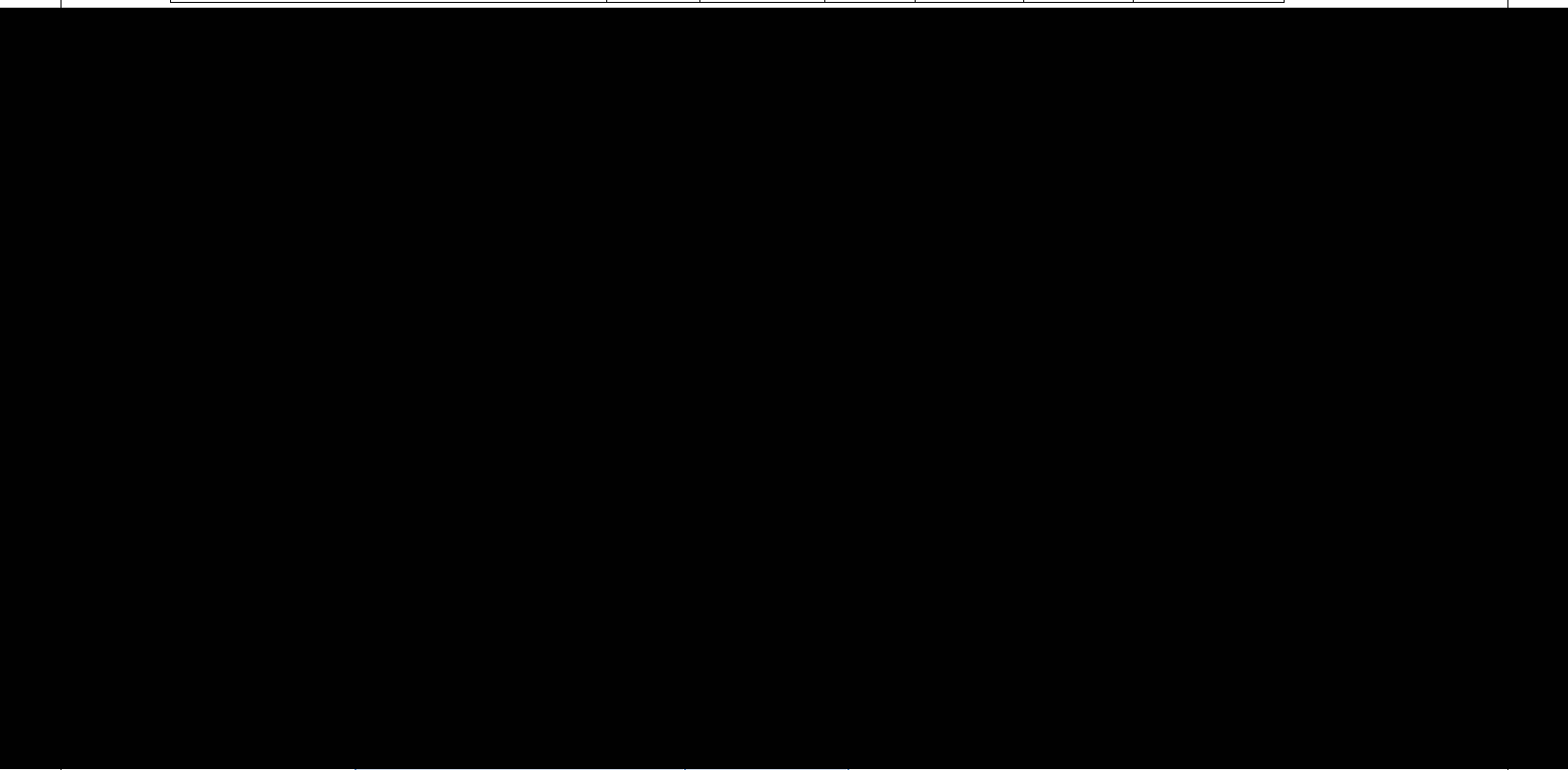
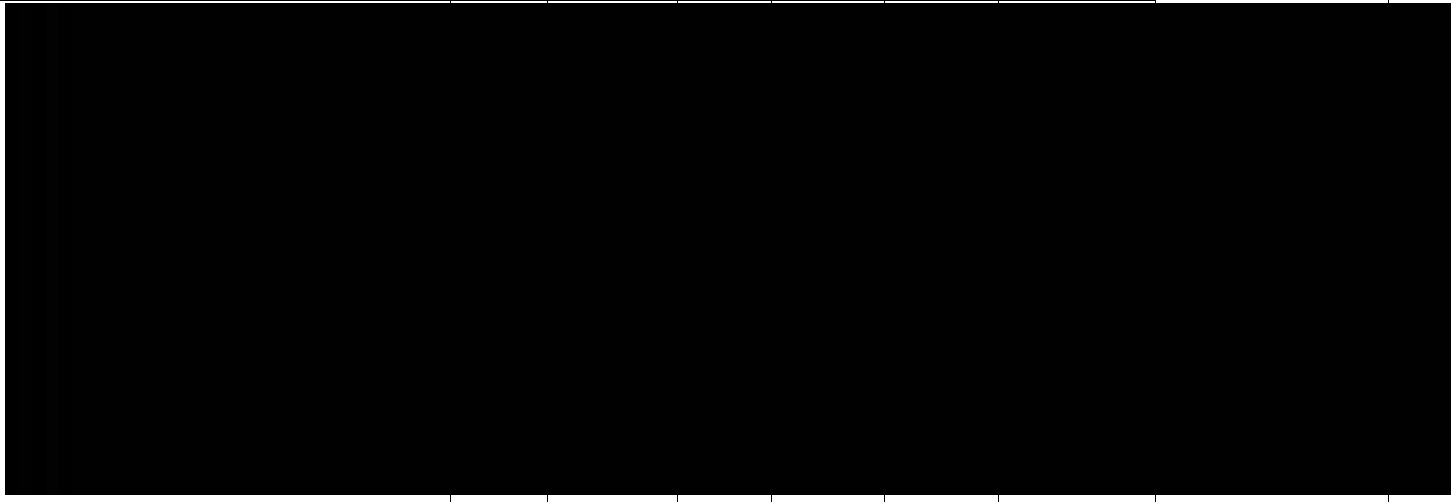
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*Resources that can work across multiple technologies are Testers, Database Administrator, Deployment and Patch Management Specialists and Engagement Managers.*

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B. Describe the Prospective Contractor's "shoulder-to-shoulder" approach that includes how knowledge can be transferred from the Contractor to identified DHS resources such as the design, development, and implementation of system enhancements.

5 Points

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C. Describe the Prospective Contractor's and subcontractor's (if applicable) proposed key personnel including the following:

5 Points

Name	[REDACTED]	[REDACTED]	[REDACTED]
Positions	Manager	Technical Principal Consultant	HR Admin

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

D. Provide an overview of the internal staff qualifications and any subcontractor relationships to ensure the internal staff and subcontractors have the skills required to address the scope of this RFP, specifically, implementing enhancements and provisioning staff to support additional as-needed services.
5 Points

[REDACTED]





[REDACTED]

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[REDACTED]

E. Describe the Prospective Contractor's internal standards, policies and procedures regarding hiring, professional development, and human resource management, including processes for ensuring that the Engagement will not be affected by fluctuations in staffing and other assignments.

5 Points

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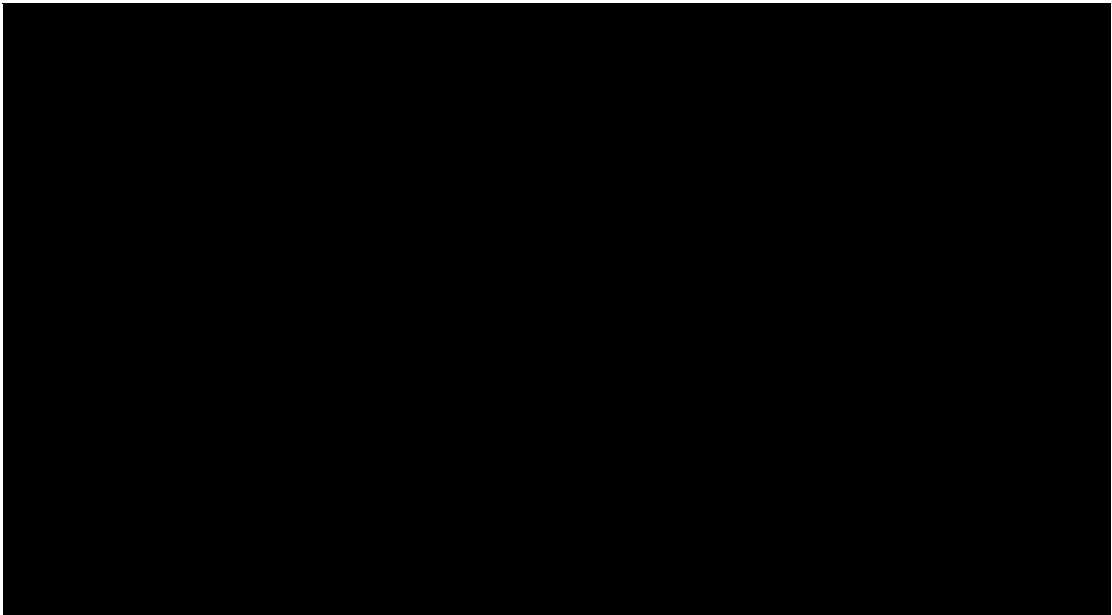


Fig 1

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Figure 2

Service	Percentage
Online banking	85%
Mobile banking	78%
ATM withdrawals	72%
Bill payments	65%
Direct deposit	58%
Cryptocurrency	42%
Peer-to-peer lending	35%

- 
- | Response                    | Percentage |
|-----------------------------|------------|
| U.S. should take action     | 85%        |
| U.S. should not take action | 15%        |

F. Describe the Prospective Contractor's policies and procedures for providing education and training for personnel including initial and ongoing education and training.

5 Points

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G. Describe the Prospective Contractor's process and methodology for retaining personnel and ensuring that key personnel are consistently engaged, including steps taken to minimize staff turn-over.

5 Points

[REDACTED]

[REDACTED]

[REDACTED]

[illegible]

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H. Describe the proposed Staff Experience including the following information: Experience Resume Collaboration.

5 Points

[Redacted]

[Redacted]

1. Experience:

• Project Manager: [Redacted]

[Redacted]

• Technical Lead/Architect: [Redacted]

[Redacted]

• Senior Developer: [Redacted]

[Redacted]



[REDACTED]

- Business Analyst: [REDACTED]

[REDACTED]

- Quality Assurance Specialist: [REDACTED]

[REDACTED]

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- 5 Points

Service	Percentage
Online banking	85%
Mobile banking	72%
ATM services	68%
Branch banking	55%
Other services	40%

[illegible]



J. Identify the Prospective Contractor's facility including the physical address that meets the requirements outlined in Section 2.9.2 of the RFP.	5 Points
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<b>E.3 ISS Requirements</b> Please use Attachment K – ISS Requirements to complete the information below.	
A. Transition Services Complete Tab O1 of Attachment K Attached.	5 Points
B. ISS Application M&O Scope Complete Tab O2 of Attachment K Attached.	5 Points
C. Implement Enhancements (Application Development) Complete Tab O3 of Attachment K Attached.	5 Points
D. Business Intelligence and Reporting Complete Tab O4 of Attachment K Attached.	5 Points
E. Additional Services Complete Tab O5 of Attachment K Attached.	5 Points
F. Account Management and Quality Assurance Requirements Complete Tab O6 of Attachment K	5 Points
G. M&O Turn-Over Services Complete Tab O7 of Attachment K Attached.	5 Points
H. Service Level Requirements Complete Tab O8 of Attachment K Attached.	5 Points
I. Lessons Learned • Provide two (2) examples of past projects where lessons learned were implemented that demonstrates commitment to continuous improvement and innovation in maintenance and operation practices and strategies for feedback collection and integration into future operations.	5 Points

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