**RFP 25-81401**

**TECHNICAL PROPOSAL**

**ATTACHMENT F**

**Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses.**

* + 1. **General Requirements and Definitions**
       1. Please list any additional terms and definitions used by your company or industry that you would like the State to consider incorporating in the contract. The State will not accept terms and definitions introduced after award during contract finalization and implementation.

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* + - 1. Please confirm you have carefully reviewed all requirements listed in RFP Section 1.4. Should your company have any exceptions, substitutions, or conditions for the State’s consideration, please list them below. The State will not accept exceptions, substitutions, or conditions introduced after award, during contract finalization and implementation.

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* + - 1. Review the State’s [Information Security Framework](https://www.in.gov/iot/iot-vendor-engagement/) at <https://www.in.gov/iot/iot-vendor-engagement/> and either confirm that your company conforms to the policy or provide explanation to the areas for which your company does not conform. Please be advised that Respondents will be required to sign a Non-Disclosure Agreement (NDA) to access the IOT Information Security Framework.

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* + - 1. Please confirm your willingness to provide services to Other Governmental Bodies as defined in section 1.2 of the RFP.  Please include details on any marketing or active solicitation activities your company will undertake to encourage use of the contract.

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* + 1. **Covered Equipment**

2.4.2.1 Please confirm your ability to provide EMMP services for all categories outlined in RFP Section 1.4.1.  It is expected that the proposed maintenance program will be inclusive of all equipment for each category.  If your company covers additional categories not listed, please list them in response.  The State is interested in coverage for additional items not currently included.

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* + 1. **Coverage**
       1. Please confirm your ability to provide coverage that matches OEM terms and conditions including preventative maintenance as recommended by the manufacturer, parts to match the current maintenance agreement, repair labor if required, and software upgrades in alignment with OEM specifications.

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* + - 1. Respondents shall not discriminate eligibility of equipment by age of equipment.  If equipment is eligible for coverage in the program, Contractor must allow equipment to be added to the State’s portfolio. Please confirm your understanding of this requirement.

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* + - 1. Respondents shall comply with any and all rules and regulations for federally funded equipment.  Please see RFP Attachment B: Sample Addendum, 2. Duties of Contractor, for additional details.  Please confirm your understanding and ability to comply with all requirements.

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* + 1. **Customer Service**

* + - 1. Please confirm your ability to meet or exceed the customer service requirements outlined in RFP Section 1.4.3.  Please detail your operating hours and all available communication methods.

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* + - 1. Please describe in detail your company’s proposed account management team structure including names, contact information, and resumes where possible, and services each individual or group will perform.

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* + - 1. Please detail a clear plan for State employees to follow in the event of an issue, such as, Service Provider not responding to service call, issue with Service Provider sending invoices to the State for service performed, issues with the contract cancellation of Service Provider and any other common issue your company encounters with current accounts.

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* + 1. **Response Time**

2.4.5.1 Please confirm your understanding and ability to provide response times as outlined in RFP Section 1.4.4.  Please provide details on the range of response options your company can provide in the event that current agreements, or lack of current agreements, do not stipulate a response time.

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* + - 1. Please provide details on how service call response time and end-user satisfaction with the service vendors will be monitored, reported and any issues addressed. Please include details of your average service call response time.  In conjunction with your response to RFP Attachment L, please propose a detailed method and formula for tracking and calculating response time service level agreements for service response time.

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* + 1. **Third Party Maintenance/Repair Service Providers**

* + - 1. State Entity Users reserve the right to stipulate OEM only in the initial agreement or extension. Agencies shall be allowed to designate the preventative or corrective maintenance Service Provider of their choice. Please confirm your ability to meet these requirements.

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* + 1. **Tagging Equipment**

* + - 1. Please detail your company’s process for tagging equipment enrolled in the program.  Please provide examples of tags, the details that they include and how these identifiers are incorporated into reporting and tracking mechanisms.

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* + 1. **Replacement Parts**

* + - 1. Please confirm your ability to provide replacement parts that are equal to or better than OEM specifications.   Please provide details on your mitigation strategy in the event that lead times on parts exceeds the agreed upon response time.

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* + 1. **Rental/Substitution of Equipment**

* + - 1. Please confirm your ability to provide rental or substitute equipment at no cost to the State Entity User if maintenance or corrective repairs cannot be made within a mutually agreed upon standard time frame and the equipment is deemed operationally necessary. What is your proposed standard time frame?

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* + 1. **Removal of Equipment**

* + - 1. Please confirm your understanding and ability to comply with RFP Section 1.4.8: Removal of Equipment.  Please provide your process for notification of equipment removal including what details must be included such as tag number, agency name, effective date of removal.  What is your desired time frame for notification of the need to remove equipment from the program? i.e. 5 days prior to the effective date of removal. Please include details on the date by which proration of fees is applied.

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* + 1. **Addition of Equipment**

* + - 1. Please confirm your understanding and ability to comply with RFP Section 1.4.9: Addition of Equipment. Please provide your process for notification of equipment addition including what details must be included in the request. Please detail your process for evaluation of equipment including time frames.

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* + 1. **Policy Period**

* + - 1. Please confirm your understanding and ability to utilize the State’s fiscal year beginning July 1st and ending on the following June 30th for all equipment under the program.

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* + 1. **Renewals**

* + - 1. Please confirm your ability to provide renewal quotes to authorized users no later than 30 days prior to the end of the policy period as outlined in RFP Section 1.4.11. Please provide an example of a renewal quote that includes but is not limited to the following: analysis of the gain/loss history, preventative maintenance history, and coverage levels.

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* + 1. **Service Provider Notification**

* + - 1. Please confirm your understanding of the requirements outlined in RFP Section 1.4.12: Service Provider Notification.  Please provide sample communication as outlined.

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* + 1. **Portfolio Analysis**

* + - 1. Please confirm your understanding of all requirements outlined in RFP Section 1.4.13: Portfolio Analysis.  Please provide details on the frequency of equipment analysis and how these are presented to the State. Provide examples if possible.

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* + 1. **Quotes**

* + - 1. Please confirm your understanding of all requirements outlined in RFP Section 1.4.14: Quotes.  Please provide details on the frequency of equipment analysis and how these are presented to the State. Provide examples if possible.

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* + - 1. Please confirm your ability to provide quotes that include but are not limited to the information listed in RFP Section 1.4.14: Quotes.  Please provide a quote template with your response.

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* + - 1. Please confirm your ability to provide quotes to the State within 5 days of request.  Please confirm your agreement that quotes shall be open for acceptance by the State for a period of sixty (60) days or a mutually agreed upon interval.

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* + 1. **Service Agreement**

* + - 1. Please confirm your ability to comply with the requirements outlined in RFP Section 1.4.15: Maintenance Service Agreement.  It is the intention of the State to have a singular, mutually agreed upon Maintenance Service Agreement (preceded by the State Addendum) that shall be applicable to all approved quotes.  Using RFP Attachment B and the RFP guidelines in section 2.3.6, respondents shall provide a   Service Agreement for consideration.

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* + 1. **Invoicing and Payment**

* + - 1. Please provide details regarding your ability to offer centralized and de-centralized billing based on the needs of specific State Entity Users as outlined in RFP 1.4.16.

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* + - 1. Please provide a list of details included on your invoice and sample invoice.

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* + 1. **Reporting**

* + - 1. Please describe your online reporting platform available to State Entity Users as outlined in RFP 1.4.17.  Please include details on the process and timeframe to set up users and the ability to restrict access based on permission-based profiles.  Please detail what permission-based profiles your company currently offers. Describe your database and reporting capabilities as it relates to the following characteristics:
* Downloading reports in multiple formats such as, but not limited to, PDF, Microsoft Word, and Microsoft Excel
* Reporting data on various levels such as by agency, department, physical location, or equipment type
* Searching database by equipment make/model/serial number or by agency, department, or location
* Reporting over a specified timeframe for repair history, preventative maintenance schedule, payments made to Contractor, or payments made to service vendors

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* + - 1. Please provide examples of reports available through the online system.

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* + - 1. Please detail your company’s customized and ad hoc reporting capabilities including how long the State will wait to receive new requests for information.

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* + 1. **Dispatch**

* + - 1. Please confirm your understanding of the 24 hours, 7 days per week dispatch center requirement outlined in RFP Section 1.4.18 Dispatch.  Please include your company’s metrics relative to average wait time, average call time, and call center volume.  Please confirm if your company offers a dispatch website.

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* + 1. **Training**

* + - 1. Please provide details on the website training, including examples of user guides provided by your company to all users accessing the system.

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* + - 1. Please outline the process and frequency of training and what on demand resources are available to assist State users.

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* + 1. **Implementation**

* + - 1. What is your company's proposed implementation plan, citing specific tasks, dates and milestones from contract award to service delivery?

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* + - 1. Describe how your company plans to grow the equipment maintenance program throughout the life of the contract.

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