



**COMMONWEALTH OF VIRGINIA
VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA)
SUPPLY CHAIN MANAGEMENT DIVISION
11751 MEADOWVILLE LANE
CHESTER, VIRGINIA 23836**

NOTE: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, §2.2-4343.1 or against a Supplier because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

VITA is committed to increasing procurement opportunities for small, women-owned, and minority-owned (SWaM) businesses, strengthening the Commonwealth's overall economic growth through the development of its IT suppliers.

**REQUEST FOR PROPOSALS (RFP) 2014-09
for**

Project Name: Telecommunications Expense Management and Customer Billing

Solution

Issue Date: March 26, 2014 Due Date/Time: May 29, 2014, 3:00 PM Eastern

Single Point of Contact (SPOC): Amy Pierce, CPPB, VCO

Ph No: (804) 416-6068

E-mail Address: amy.pierce@vita.virginia.gov

Sourcing scope: Available to all public bodies as defined by §2.2-4301 and referenced by §2.2-4304 of the *Code of Virginia* and private institutions of higher education chartered in Virginia and granted tax-exempt status under §501(c)(3) of the Internal Revenue Code.

Table of Contents

1. INTRODUCTION	4
A. RFP OBJECTIVE AND PROJECT OVERVIEW	4
B. INNOVATION TO GOVERNMENT	7
2. PROPOSAL INSTRUCTIONS AND ADMINISTRATION	8
A. OVERVIEW	8
B. VIRGINIA PUBLIC PROCUREMENT ACT (VPPA)	8
C. ANTI-DISCRIMINATION- §2.2-4343(1)(E), §2.2-4310 AND §2.2-4311	8
D. ETHICS IN PUBLIC CONTRACTING - §2.2-4367	8
E. ANNOUNCEMENT OF AWARD - §2.2-4300 ET SEQ.	8
F. AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH - § 2.2-4311.2	8
G. PROHIBITED CONTRIBUTIONS AND GIFTS - § 2.2-4376.1	8
H. LIABILITY	9
I. NONDISCLOSURE	9
J. ALTERNATIVE DISPUTE RESOLUTION (ADR)	9
K. PROPRIETARY INFORMATION	9
L. PROPOSAL PROTOCOL	9
M. SINGLE POINT OF CONTACT	10
N. PRE-PROPOSAL TELECONFERENCE	10
O. EVALUATION PROCESS	11
P. EVALUATION FACTORS	11
Q. PROCUREMENT WEBSITE	12
R. TIMETABLE	12
S. EVA REGISTRATION REQUIRED	12
T. EXCLUDED PARTIES LIST	12
3. PROPOSAL FORMAT	14
A. SUPPLIER'S PROPOSAL FORMAT	14
4. PRESENT SITUATION	15
A. OVERVIEW	15
B. PRESENT SITUATION FUNCTIONAL AND TECHNICAL OPERATIONS	21
5. FUNCTIONAL, TECHNICAL, PROJECT MANAGEMENT & IMPLEMENTATION REQUIREMENTS	29
A. FUNCTIONAL REQUIREMENTS	29
B. TECHNICAL REQUIREMENTS	63
C. PROJECT MANAGEMENT AND IMPLEMENTATION REQUIREMENTS	95
D. OPTIONAL VALUE ADDED SERVICES	105
6. SUPPLIER PROFILE	107
A. SUPPLIER PROPOSAL COMPLIANCE	107
B. SUPPLIER CORPORATE OVERVIEW	107
C. FINANCIAL INFORMATION	107
D. FUTURE, LONG TERM VISION AND STRATEGIC PLANS	108
E. SUPPLIER EXPERIENCE LEVEL AND CUSTOMER REFERENCES	108
F. PERFORMANCE STANDARDS METHODOLOGY	109
G. DISASTER RECOVERY/SECURITY PLAN	109
H. SMALL BUSINESSES	109
I. SERVICE AND SUPPORT MANAGEMENT	110
7. PRICING INFORMATION	112
8. VITA STANDARD AGREEMENT	113

APPENDIX A – SERVICE LEVEL AGREEMENTS (SLAS)	115
APPENDIX B - SWAM SUBCONTRACTING MONTHLY REPORT AND SMALL BUSINESS SUBCONTRACTING PLAN	116
A. SWAM SUBCONTRACTING MONTHLY REPORT	116
B. SMALL BUSINESS SUBCONTRACTING PLAN	116
APPENDIX C – PRICING	118
APPENDIX D – STATE CORPORATION COMMISSION FORM	119
APPENDIX E – SUPPLEMENTAL INFORMATION	120
A. TELCO SERVICES	120
B. CURRENT WORKFLOW	120
C. FORMS AND REPORTS	120
D. TECHNICAL	120
E. IMPLEMENTATION	120
F. GLOSSARY	120

1. INTRODUCTION

A. RFP Objective and Project Overview

1. Purpose

The purpose of this Request for Proposals (RFP) is to solicit proposals to provide a telecommunications (wireline and wireless) services provisioning (ordering, fulfillment, etc.), asset, expense and usage management, and customer re-billing solution (Solution). For the purposes of this RFP, "Supplier" (or "Bidder" or "Offeror") shall mean any entity who submits a proposal in response to this RFP.

2. Scope

VITA, on behalf of the Commonwealth, is seeking an integrated, modern, user-friendly telecommunications (wireline and wireless) services provisioning, management and customer re-billing Solution that will replace its legacy in-house systems.

The following functions and activities are in-scope to this procurement (except as otherwise qualified):

- Telecommunications product and service catalog (catalog design, content, loading and maintenance, and presentation).
- Ordering and fulfillment (service request and review, order writing and order management, fulfillment tracking and management, including replacement of the existing DocuShare and RightFax tools).
- Inventory management (design, entry and maintenance of customer, service, and financial (recurring charges) data and entry validation and verification).
- Vendor invoice management (vendor invoice detail data capture, vendor invoice reconciliation, and vendor dispute resolution).
- Customer re-billing (customer bill generation including VITA charges and surcharges, discounts, automated customer bill delivery (alert and access), and customer dispute resolution, excepting that electronic payment is not included).
- VITA cost allocation (coding structure, update management, Federal reporting requirements, and compliance with applicable standards/principles).
- Customer self-service (customer internal workflow management, order and financial status tracking, self-service reporting, cell phone optimization, and download/feed of customer data, support for customer cost allocation).
- Reporting (general report functionality and tools (report and query libraries, report-creation wizards and templates, etc.), operational reporting (performance-based), management reporting (trends and forecasting, etc.), and support of business intelligence/analytics).
- Workflow management (status checking, traffic management, alerts, messaging, diagnostics, etc.).
- Internal controls and audit compliance (validation and verification, audit transparency, compliance reporting, and compliance with applicable Federal standards).
- Support of other stakeholders and systems (data access and exchanges in support of supply chain management, end-user "help desk" and trouble report management for the TEM solution, and other functions (see below for additional details)).

The following functions may become in-scope to this procurement:

- Other Offeror value-add propositions. Additional “value-add” services/capabilities that the Offeror may recommend, if any.

The following functions and activities are out-of-scope to this procurement (except as otherwise noted):

- Sourcing (contract negotiations and contract management), except insofar as VITA wishes to be able to load and maintain contract rates and other contract provisions into the Solution, and to generate reports and allow extracts of data from the Solution for contract usage analysis in support of future contract negotiations.
- Enterprise Mobility Management (EMM)/Mobile Device Management (MDM), except insofar as the Solution should be capable of exchanging data with any EMM or MDM system(s) for purposes of cross-checking inventory data and verifying service status for the purpose of applying charges and surcharges.
- Electronic payment either by VITA to carriers, or by VITA customers of their charges to VITA.
 - VITA expects to continue to make payments to carriers via the Commonwealth’s accounts payable system.
 - VITA expects that VITA’s state agency customers will pay VITA via the Commonwealth inter-agency transfer process, and that VITA’s locality customers will continue to pay their VITA charges by paper check, credit card, or electronic transfer.
- End-user Customer Service (Help Desk and Trouble Management/Repair for VITA’s internal network). VITA, under its partnership with Northrop Grumman (NG), will continue to operate both the VITA Customer Care Center (VCCC) as a one-stop help desk, and the Trouble Report Management Center (TRMC) for end-user hardware and service problem resolution. Staff from these work units will, however, need access to the Solution’s inventory. Note: VITA does expect the Offeror to provide customer support to VITA and authorized customer telecommunications coordinators for issues with regard to the Solution itself.
- Customer Relationship Management (CRM), except that the Solution should be capable of generating customer-specific reports, and of feeding escalated customer dispute data into the VITA Customer Account Support Tool (VCAST).
- IT infrastructure needed to support the Solution (system and network hardware and software). This will be provided by VITA’s IT partner, Northrop Grumman.
- Application and data management support services needed for the solution. These will be provided by VITA’s IT partner, NG.
- Asset inventory and wireless usage audits conducted for cost optimization purposes (although such activities may be needed in support of the Solution’s implementation and cost saving/avoidance opportunities may be identified as a by-product of these efforts).
- Customer re-billing for non-telecommunications information technology services except that VITA wishes to (a) gather data on vendor capabilities as a potential future “value-add” proposition, and (b) have the Offeror conduct a feasibility study of using the Solution for IT services as well as for telecommunications.

3. “Pain Points” as Drivers for Change

Although VITA hopes that the new Solution will lead to some cost savings/cost avoidances for its customers, the primary objectives are improved customer service (for both internal and external customers) and streamlined business processes. VITA

is pursuing the Solution in order to address “pain points” in a number of operational and functional areas:

- Inefficient mailing of paper bills to customers. VITA issues an actual invoice with full detail to its customers on a monthly basis, and delivers these by state inter office mail and USPS mail. The mailings are manually prepared – bills are printed, separated by customer, collated with any dunning notices, stuffed in envelopes to which mailing labels are affixed, and mailed. This is inefficient and time consuming for both VITA staff and for customer personnel needing to process the invoice for payment and make their internal cost allocations.
- VITA customers lack ready access to online billing detail information. VITA customers are unable to access their VITA telecommunications bills online/electronically, with full access to call detail information, in a user-friendly fashion (such as the use of internal hyperlinks to allow drill-down from higher levels of information to the lowest level of detail).
- Burdensome carrier billing data capture: A significant share of carrier invoices are received in paper format, requiring the re-keying of data and/or work-arounds (such as document attachments, etc.) to capture bill detail information. Even when carrier bills are obtained electronically the data must often be rearranged to fit VITA's standard format, and carrier bill layouts change frequently, requiring ongoing work by VITA.
- Minimal reporting and analytic tools. Existing reports tend to focus on operations – relatively little effort has been devoted to the development of management reports and the capability for, and tools in support of, extraction and analysis of data for executive decision-making and research (business intelligence). Moreover, new reports must typically be created by a single technical resource – no capacity exists for VITA users or customers to develop their own reports.
- Cumbersome normalization of various carrier pool billing methodologies. Different carriers use varying approaches to billing for the pooling of call minutes and data usage. VITA bills to customers often include charges from multiple carriers, requiring VITA to translate and normalize carrier pool billing to permit like-to-like comparisons. Much of this must be done manually, consuming significant staff resources.
- VITA business processes need improvement. The business processes for telecommunications services lack streamlining, are not well integrated, and fail to take advantage of opportunities for automation to reduce the amount of manual processing.
- Lack of visibility into and control over the workflow. The current system lacks the capability to easily provide detailed order and payment status information on-demand, and also lacks workflow management tools.
- Dispute resolution is not integrated with the ordering and payment systems. VITA must resolve disputes between itself and the carriers, and between itself and its customers. In both cases disputes are currently handled separately from ordering and fulfillment and from payments.
- There is currently a lack of coordination between accounts receivable and customer re-billing. The former is handled in VITA's PeopleSoft Financials accounting system. For example, although customer bills are generated in the billing system any customer dunning notices are generated in the financial system, and these must be manually put together and mailed to customers.
- Weaknesses in audit transparency and internal controls. VITA's internal auditor has identified issues that the present system has with regard to the tracking of

charges from a carrier invoice through to a customer payment, and with identifying, recording and enforcing changes to roles and responsibilities.

4. Goals and Objectives

VITA intends to retire the legacy applications used for provisioning, reconciling, inventory management and billing for telecommunications services, and to procure and implement a modern, integrated, user-friendly telecommunications services provisioning, management (TEM) and customer re-billing solution that will:

- Retain desired legacy functionality
- Include Telecommunications Expense Management (TEM) enhancements (asset, expense, and usage management)
- Add modern customer re-billing capabilities (web-enabled bill presentation, automated bill delivery, performance & management reporting, etc.)
- Explore the feasibility of adapting/expanding the solution to handle billing for VITA's other information technology services (mainframe services, server and end-user computing, etc.).

5. Technical Deployment

VITA is seeking an enterprise Solution in order to serve all of its customers (fellow state agencies and institutions of higher education, and participating localities), but it anticipates the establishment of a statewide agreement for the Solution that could be utilized by any and all public bodies in the Commonwealth.

- VITA seeks to host the Solution itself, at its Commonwealth Enterprise Solutions Center (CESC) in Chester, Virginia, under a software licensing arrangement.
- Supplier may propose a single comprehensive solution, or a solution that includes multiple integrated components.

6. Procurement Approach

Timely proposals received in response to this RFP will be evaluated by the Telecommunications Expense (Management) and (Customer) Billing Solution (TEBS) Project team. Once the proposals have been evaluated, VITA will be in a position to determine the best course of action. This may include contracting the comprehensive Product/Solution to one or more Suppliers. Although it is our intent to accomplish substantial customer service improvements and process and cost efficiencies as the result of this project, VITA may determine that no change is warranted at this time. VITA may, at its sole discretion, make one award, multiple awards, or none at all.

The expectation is that this effort will result in the establishment of a contract or contracts that will provide the means to satisfy the majority of the Commonwealth's immediate and future TEBS Project needs through one or more contract(s).

Alliances among Suppliers are acceptable to meet the requirements of this procurement. However, VITA is interested in simplifying processes by having a single point of interface/responsible party wherever possible.

Section 5 sets forth the solution detailed requirements. VITA reserves the right to adjust the requirements or scope of this RFP. In the event that any modifications become necessary, an amendment to this RFP will be posted on eVA, Virginia's online procurement system (www.eva.virginia.gov).

B. Innovation to Government

The Commonwealth encourages Suppliers to bring innovative ideas and/or solutions to government—ideas that result in cost and operational efficiencies or improvements while enhancing the services that governments provide its citizens.

2. PROPOSAL INSTRUCTIONS AND ADMINISTRATION

A. Overview

This RFP was developed to provide potential Suppliers with the information required to prepare proposals. This section outlines the administrative procedures and guidelines for preparing a proposal. Nothing in this RFP constitutes an offer or an invitation to contract.

B. Virginia Public Procurement Act (VPPA)

This RFP is governed by the VPPA, § 2.2-4300 et seq. of the *Code of Virginia*, and other applicable laws.

C. Anti-Discrimination- §2.2-4343(1)(E), §2.2-4310 and §2.2-4311

By submitting their proposals, Suppliers certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and §2.2-4311 of the Virginia Public Procurement Act.

D. Ethics in Public Contracting - §2.2-4367

By submitting their proposals, Suppliers certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other bidder, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

E. Announcement of Award - §2.2-4300 et seq.

Upon the award or the announcement of the decision to award a contract, as a result of this solicitation, the purchasing agency will post such notice on the DGS/DPS eVA web site (<http://www.eva.virginia.gov>) for a minimum of 10 days. No award decision will be provided verbally. Any final contract, including pricing, awarded as a result of this RFP shall be made available for public inspection.

F. Authorized to Transact Business in the Commonwealth - § 2.2-4311.2

Any Offeror that is organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law. Offeror is to include with its proposal either (i) Offeror's identification number issued to it by the State Corporation Commissioner (ii) a statement explaining why Offeror is not required to be registered. No award can be made to an Offeror without this information unless this requirement is waived. Appendix D of this solicitation includes a space for Offeror to provide the information required in (i) or (ii) of this subsection.

G. Prohibited Contributions and Gifts - § 2.2-4376.1

No Offeror who submits a proposal in response to this solicitation, and no individual who is an officer or director of the Offeror, shall knowingly provide a contribution, gift, or other item with a value greater than \$50 or make an express or implied promise to make such a contribution or gift to the Governor, his political action committee, or the Secretary of Technology during the period between the submission of the proposal and the award of any resulting contract award with an expected value of \$5 million or more dollars.

H. Liability

The issuance of this document and the receipt of information in response to this document will not cause VITA to incur any liability or obligation, financial or otherwise, to any Supplier. VITA assumes no obligation to reimburse or in any way compensate a Supplier for expenses incurred in connection with its proposal.

I. Nondisclosure

All proposal information will be treated as confidential prior to contract award and will not be disclosed except as required by law or by court order.

J. Alternative Dispute Resolution (ADR)

VITA's ADR process serves as its Administrative Appeals Procedure meeting the requirements of §2.2-4365 of the Code of Virginia. More information regarding the ADR process can be found on the VITA website: <http://www.vita.virginia.gov/scm>. By responding to this RFP, Supplier agrees to submit any appeal of a protest denial to VITA's alternative dispute resolution (ADR) process.

K. Proprietary Information

VITA reserves the right to use information submitted in response to this document in any manner it may deem appropriate in evaluating the fitness of the solution(s) proposed. Ownership of all data, materials, and documentation originated and prepared for VITA pursuant to the RFP shall rest exclusively with VITA and shall be subject to public inspection in accordance with the §2.2-4342 of the *Virginia Public Procurement Act* and the *Virginia Freedom of Information Act*.

Trade secrets or proprietary information submitted by a Supplier in connection with a procurement transaction or prequalification application submitted pursuant to subsection B of §2.2-4317 shall not be subject to the *Virginia Freedom of Information Act* (§ 2.2- 3700 et seq.) if the Offeror:

- i). invokes the protections of this section in writing prior to or upon submission of the data or other materials,
- ii). identifies specifically the data or other materials to be protected, and
- iii). states the reasons why protection is necessary.

FAILURE TO COMPLY WILL RESULT IN THE DATA OR OTHER MATERIALS BEING RELEASED TO SUPPLIERS OR THE PUBLIC AS PROVIDED FOR IN THE VIRGINIA FREEDOM OF INFORMATION ACT.

The Supplier should provide as a separate appendix to its proposal a list of all pages in the proposal that contain proprietary information and the reason it deems such information proprietary. The classification of an entire proposal as proprietary or trade secret is not acceptable.

L. Proposal Protocol

In order to be considered for selection, a Supplier is to submit a complete response to this RFP no later than 3:00 PM local time on the date specified in the Timetable set forth in this section.

Original hardcopy proposals should be bound with tabs delineating each section. VITA requires that Supplier submit its proposal as follows:

1. One (1) complete original hardcopy, bound or contained in a single volume where practical, with permission to make copies;
2. One (1) copy of CD-ROMs No. 1, 2, 3, and 4 as specified in Section 3 of this RFP.

3. One (1) copy of CD-ROM No. 5, with redactions, if necessary, consistent with the requirements of RFP, Section 2, subsection K, Proprietary Information.

Proposals should be submitted to the following location:

To: Virginia Information Technologies Agency (VITA)
ATTN: Amy Pierce
Supply Chain Management (SCM)
11751 Meadowville Lane
Chester, VA 23836

All proposal materials are to be provided in either Microsoft Word or Excel, as specified.

A proposal submitted for consideration should be clearly marked on the outside cover of all envelopes, CDs, boxes or packages with the following:

Name of Supplier
Street Address or P.O. Box Number
City, State, Zip Code
RFP 2014-09

The proposal is to be signed by an authorized representative of the Supplier.

Proposals should be prepared and organized as indicated in Section 3, Proposal Format, providing a concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

Supplier should be prepared to incorporate all statements made in its proposal in response to Sections 5, 6, 7, and 8 into the final contract. Any and all information that Supplier is unwilling to incorporate into a final contract must be marked in **BOLD CAPS**.

M. Single Point of Contact

Submit all inquiries concerning this RFP in writing by email, subject: "Questions on RFP # 2014-09 to:

SPOC: Amy Pierce
Email: amy.pierce@vita.virginia.gov

VITA cannot guarantee a response to questions received less than five (5) days prior to the proposal due date. No questions will be addressed orally.

To ensure timely and adequate consideration of proposals, **Suppliers are to limit all contact**, whether verbal or written, pertaining to this RFP to the designated SPOC for the duration of this proposal process.

N. Pre-Proposal Teleconference

There will be a pre-proposal teleconference held on the date specified in Table 1 in this Section. The pre-proposal teleconference is open to all interested Suppliers and you are encouraged to attend. There will be no opportunity for a private or individual tour or presentation. Suppliers are encouraged to submit pre-proposal questions in writing at least 72 hours prior to the pre-proposal teleconference. These questions will be answered as part of the pre-proposal teleconference.

To participate in the pre-proposal teleconference, register with Mary Jones (mjones@vita.virginia.gov) by sending an email stating the name of the Supplier and Supplier's participating representative(s). Supplier will receive a teleconference number for the call. It is strongly recommended that Supplier register with Mary Jones not later than 4:00

pm local time on the day prior to the teleconference to ensure that Supplier receives a teleconference number.

O. Evaluation Process

VITA will review each proposal received by the due date and time to determine whether it meets the Must Have (M) factors of this RFP. All Must Have factors are evaluated on a met-or-not-met basis. Any proposal that does not meet all of the Must Have factors will be set aside and receive no further consideration.

The proposals that meet all the Must Have criteria will be distributed to the evaluation team who will assess and score each Supplier's response to Sections 5, 6, and 8 of the RFP based on a review of the submitted materials.

VITA may elect to continue the evaluation of the most qualified proposal (s) and may request that Suppliers clarify or explain certain aspects of their proposals.

At any point in the evaluation process VITA may employ any or all of the following means of evaluation:

- Reviewing industry research
- Supplier presentations
- Site visits
- Contacting Supplier's references
- Product demonstrations/pilot tests/detailed demonstrations
- Review of pricing
- Contacting Supplier's customers
- Interviewing key personnel
- Requesting Suppliers elaborate on or clarify specific portions of their proposal

VITA may limit all of the above to the most qualified proposals. No Supplier is guaranteed an opportunity to explain, supplement or amend its initial proposal. **Suppliers should submit their best proposals and not assume there will be an opportunity to negotiate, amend or clarify any aspect of their initial submitted Proposals.** Therefore, each Supplier is encouraged to ensure that its initial proposal contains and represents its best offering.

Supplier should be prepared to conduct product demonstrations, pilot tests, presentations or site visits at the time, date and location of VITA's choice, should VITA so request.

VITA will select for negotiation those proposals deemed to be fully qualified and best suited based on the factors as stated in the RFP. Negotiations will be conducted with these Suppliers. After negotiations, VITA may select the proposal(s) which, in its opinion, is the best proposal(s) representing best value and may award a contract to that Supplier(s). For purposes of this RFP, VITA will determine best value based on the value relative to the cost of the Service/Solution, giving consideration to the project's budget objectives.

If any Supplier fails to provide the necessary information for negotiations in a timely manner, or fails to negotiate in good faith, VITA may terminate negotiations with that Supplier at any time.

VITA reserves the right, at its sole discretion, to reject any proposal or cancel and re-issue the RFP. In addition, VITA reserves the right to accept or reject in whole or in part any proposal submitted, and to waive minor technicalities when in the best interest of the Commonwealth.

VITA SHALL NOT BE CONTRACTUALLY BOUND TO ANY SUPPLIER PRIOR TO THE EXECUTION OF A DEFINITIVE WRITTEN CONTRACT.

P. Evaluation Factors

The evaluation factors involved in this RFP are as follows:

1. Must Have (M) factors identified in the table below:

No.	Must Have (M) Factors
1	(M) Proposal must be received by the due date and time. No late proposals will be reviewed.
2	(M) Supplier must conduct in-depth software demonstrations at the request of the Commonwealth.
3	(M) Solution must be able to support both wireless and wireline telecommunications services.

2. The extent to which the Supplier's proposal satisfies the requirements identified in Sections 5 and 8,
3. Supplier's viability and past performance (see Section 6 Supplier Profile); this will include Supplier's diligence and thoroughness in following and completing the requirements of this solicitation,
4. Cost which may include submitted price, negotiated price, discounted price, total cost of ownership, etc.

Q. Procurement Website

The Commonwealth of Virginia's procurement portal, <http://www.eva.virginia.gov>, provides information about Commonwealth solicitations and awards. Suppliers are encouraged to check this site on a regular basis and, in particular, prior to submission of proposals to identify any amendments to the RFP that may have been issued.

R. Timetable

Activity	Target Completion Date
RFP posted to eVA	March 26, 2014
Register for pre-proposal teleconference due to VITA	April 9, 2014 4:00 PM
Supplier pre-proposal teleconference	April 10, 2014 2:30 PM
Deadline for all questions	May 22, 2014
Proposals due	May 29, 2014 3:00 PM
Presentations and site visits (should VITA elect)	TBD
Contract(s) awarded	TBD

The timetable above is provided for planning purposes only.

S. eVA Registration Required

By the date of award, the selected Supplier(s) is required to be registered and able to accept orders through eVA. If a Supplier is not registered with eVA, select the Vendor tab at the following website, <http://www.eva.virginia.gov>, for registration instructions and assistance.

T. Excluded Parties List

Your organization, all affiliates and all subcontractors may not be awarded a contract if they are excluded on the federal government's System for Award Management (SAM) at

www.sam.gov or the Commonwealth of Virginia's Debarment List as provided by Code of Virginia §2.2-4321 at the time of award.

3. PROPOSAL FORMAT

Suppliers are to adhere to the specific format set forth in Table 2 below to aid the evaluation team in its efforts to evaluate all proposals fairly and equitably. Proposals that deviate from the requested format will require additional time for review and evaluation. VITA may reject any proposal that is not in the required format, or does not address all the requirements of this RFP.

Proposals should be written specifically to answer this RFP. General “sales” material should not be used within the body of the proposal and any additional terms or conditions on the “sales” material will be considered invalid. If desired, Supplier may attach such material in a separate appendix. It is essential that the proposal be thorough and concise. Supplier should avoid broad, unenforceable, or immeasurable responses and should include all requested information in each section as indicated below. In order to facilitate VITA’s review of the submitted proposals, Suppliers are to provide the requested information in the following format. SUPPLIER SHOULD PLACE ITS NAME, not “VITA”, IN EACH FILE NAME (e.g., ABC Corp TEBS Transmittal.doc). Quantities of each CD are specified in Section 2, Proposal Protocol. VITA will not separate a proposal into the requisite CDs.

A. Supplier's Proposal Format

CD-ROM No.	Section Title	Contents/Deliverables (Each a separate file)
1.	Transmittal	A signed cover letter, identifying the individuals authorized to negotiate on behalf of the Supplier and their contact information. A copy of a completed eVA registration confirmation.
1.	Executive Summary	Top level summary of the most important aspects of the proposal, containing a concise description of the proposed solution(s). Requested limitation: 2 pages.
1.	Detailed Description of Proposed Solution(s)	Supplier’s response by item in the tables set forth in Section 5, clearly identifying and detailing the proposed Solution, and any processes, methodologies, and resources required by the Solution type defined in Section 5.
1	Appendices	Provide the implementation plan and any other templates/examples as requested in Section 5. Any optional information Supplier may wish to submit, not including pricing data.
2.	Pricing	Detailed pricing as specified in Section 7. Submitted in a separate envelope a hard copy file and CD. Do not include any pricing data in any other section of your proposal.
3.	Contracts	Any comments, in the form of redline mark-up, regarding VITA’s proposed contractual terms and conditions pursuant to Section 8, and the completed table from Section 8. Should include all agreements to VITA’s “License Agreement Addendum” signed by each proposed software manufacturer (see Section 8). Should include Appendix A – Service Level Agreement(s) (SLAs).
4.	Supplier Profile	Pursuant to Section 6.
5.	Redaction	Fully redacted proposal.

By submitting a proposal, Supplier certifies that all information provided in response to this RFP is true and accurate.

4. PRESENT SITUATION

This section presents background information on the potential users of TEBS. It is not intended to set forth requirements.

A. Overview

1. The Virginia Information Technologies Agency (VITA)

The Virginia Information Technologies Agency (VITA) is an agency within the executive branch of the government of the Commonwealth of Virginia ("Commonwealth" or "COVA"). More information on the functions and organization of the government of the Commonwealth may be found on the Commonwealth's official website: <http://www.virginia.gov/>.

VITA is the Commonwealth's consolidated, centralized information technology organization. VITA's mission is to provide information technology and services that enable government to serve the citizens of the Commonwealth. Its vision is to be Virginia's "go to" government information technology partner. Established by the 2003 General Assembly, VITA's responsibilities fall into four primary categories and various secondary service offerings:

- Governance of the Commonwealth's information security programs in support of the responsibilities of the Chief Information Officer of the Commonwealth
- Operation of the IT infrastructure, including all related personnel, for the executive branch agencies declared by the legislature to be "in-scope" to VITA.
- Governance of IT investments in support of the duties and responsibilities of the Information Technology Advisory Council and the Chief Information Officer of the Commonwealth.
- Procurement of technology (including telecommunications services) for VITA and on behalf of other state agencies and institutions of higher education

Additional information may be found at VITA's website at: <http://www.vita.virginia.gov/>.

2. Telecommunications Services

VITA's role in telecommunications is to act as reseller of wireline and wireless services to its customers. VITA provides value-added Telecommunications Expense Management (TEM) services to its customers. These services include:

- Sourcing (procurement and management of state-wide telecommunications contracts)
 - Ordering and provisioning (service catalog management etc.)
 - Asset inventory and asset management
 - Usage management (validation and optimization)
 - Vendor invoice management (carrier invoice receipt and reconciliation, VITA-carrier dispute resolution, accounts payable and VITA cost allocations)
 - Customer support
 - Consolidated rebilling to customers (accounts receivable, customer billing and customer-VITA dispute resolution)
 - Reporting
- a) Telecommunications Customer Base
Currently, VITA is providing telecommunication services to more than 800 customer organizations within the Commonwealth of Virginia (counting organizational sub-divisions with separate billing, the total is over 1,500). VITA customers include state agencies, state institutions of higher education and participating localities.
- b) Telecommunications Services Vendor Environment
VITA's customers place telecommunications service requests with VITA, and VITA then places orders with vendors ("vendors" or "providers" or "carriers") with whom statewide

contracts for telecommunications services have been established or where there is not a contract, tariff billed service. Currently, VITA's telecommunication supply chain includes 56 active vendors. This encompasses 45 wireline providers, 5 wireless carriers and 6 specialty vendors for items such as pagers and Blackberry devices. Vendors vary greatly in the number of features (products) offered -- from one with more than 18,000 to others offering 24 or fewer.

3. Primary Telecommunications Service Workgroups

There are five VITA and Northrop Grumman work units with primary responsibilities for providing telecommunications-related services: Telecommunications Customer Service (TCS), Reconciliation and Accounts Payable, Billing, Internal Applications, and Cell Phone Optimization support.

a) Telecommunications Customer Service (TCS) and the Voice Analysis Team

The Telecommunications Customer Service (TCS) center provides ordering and fulfillment services for VITA's telecommunications customers. They receive an average of 1,300 telecommunications service requests from customers per month, resulting in an average of 3,300 telecommunications vendor orders. They review the requests for accuracy, and issue work orders to the appropriate carriers. TCS also checks to make sure that promised services have been delivered. TCS uses the DocuShare document repository and RightFax.

The Voice Analysis Team works in conjunction with TCS to write the more complex orders -- such as PRI's, data circuits and conversion projects. These typically require additional work reviewing customer requests, verifying customer needs, and translating those needs into comprehensive carrier work orders. TCS and the Voice Analysis Team are Northrop Grumman work units.

b) Reconciliation and Accounts Payable

The Reconciliation and Accounts Payable section of VITA's Finance and Administration directorate handles all accounts payable activity for VITA. A major part of their work is receiving and loading telecommunications provider invoices, reviewing and reconciling them, and approving them for payment or for VITA-carrier dispute resolution. Although some vendor invoices are received electronically, and can be compared against VITA's inventory in a semi-automated fashion, a large percentage of vendor invoices are received in paper format, requiring significant manual reconciliation. This section is also responsible for compliance with Virginia's Prompt Pay Act.

c) Billing

VITA's billing section is also part of VITA's Finance and Administration directorate. Billing is responsible for issuing bills to all of VITA's customers for all of VITA's services. There are three main billing systems -- one for telecommunications services, one for mainframe and mainframe-related charges, and one for all other IT services.

Billing is responsible for validating and verifying the billing data against the service orders, catalog, contract rates, vendor transmittals and other information. Billing then prepares customer invoices (from the inventory, for recurring charges, and from the carrier data for traffic/usage charges), and ensures that invoice charges are posted in VITA's PeopleSoft Financials system as accounts receivable. Charges from multiple telecommunications service providers are presented to VITA customers in a single consolidated VITA invoice. Billing presents the billing data to VITA's customers (by mail-out, and online), and handles any inquiries and VITA-customer dispute resolution.

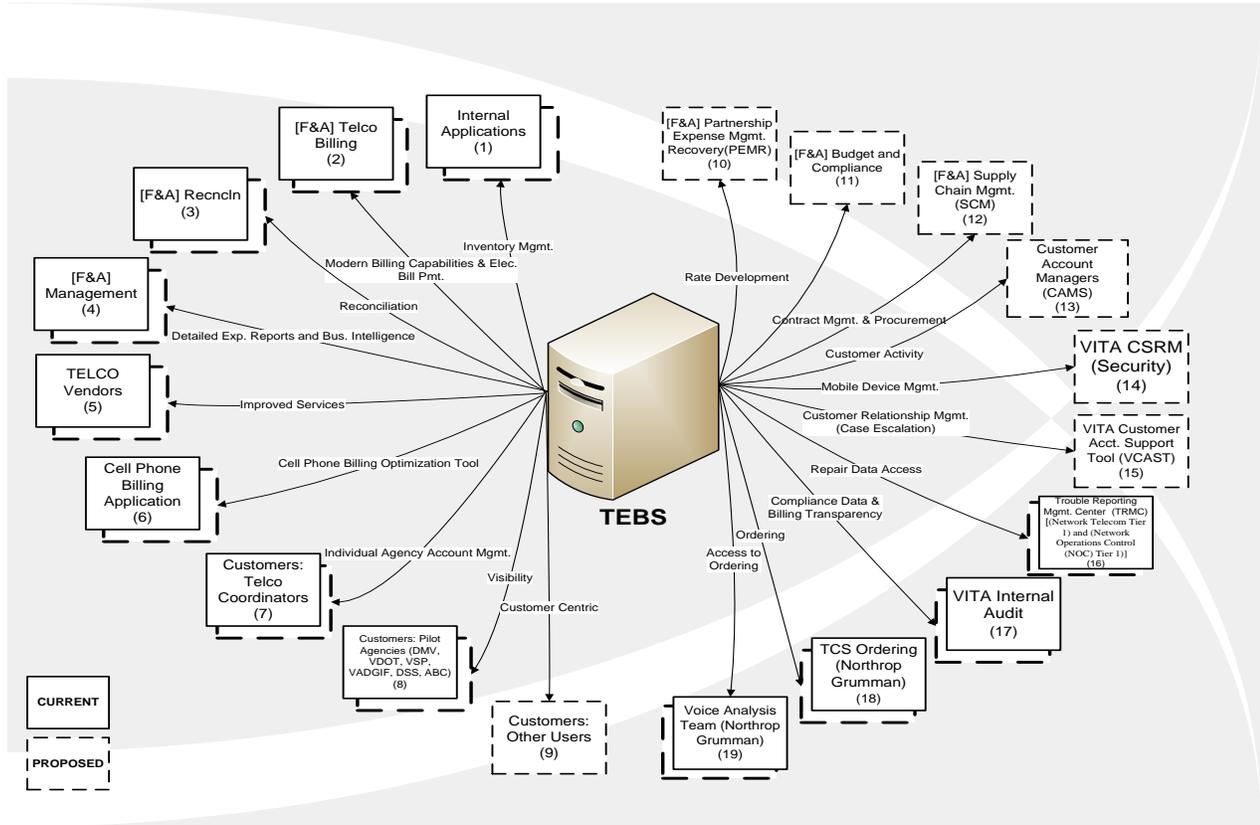
d) Internal Applications

Internal Applications is a NG work unit that provides technical support for VITA's central business applications, including Telecommunication Inventory Billing System (TIBS) and the Vendor Invoice and Payment Reconciliation (VIPR) application. Internal Applications is responsible for operations and maintenance, including application management, inventory

management/database administration and reach-back into NG for any needed system support.

4. Related Workgroups and Stakeholders

As shown on the diagram, below, there are a number of customer and other user workgroups and stakeholders.



a) Customers

As noted previously, VITA has over 800 telecommunications customers, including state agencies, institutions of higher education, and participating localities. Each customer employs one or more Customer Telecommunications Coordinator (“Telco Coordinator”). Customer Telecommunications Coordinators submit Telecommunications Service Requests (TSRs) to VITA. They are also VITA’s point-of-contact for answering any order-related questions, confirming the vendor’s delivery of the service, and for working with VITA to resolve customer billing disputes.

b) Customers with Direct System Access

VITA presently has six customers that have the ability to log in to the TIBS Service Order System (SOS) and key in their orders themselves. These are 1) Department of Motor Vehicles (DMV), 2) Virginia Department of Transportation (VDOT), 3) Virginia State Police (VSP), 4) Virginia Department of Game and Inland Fisheries(VADGIF), 5) Virginia Department of Social Services(DSS), and 6) Alcoholic Beverage Control(ABC).

c) Other Customer Users

Other customer users, including customer finance staff and line managers, depend upon VITA’s data for their own asset management and cost allocation and cost management work. Several customers have developed their own internal applications into which

VITA's data is downloaded for these purposes. In addition, end-users needing customer service indirectly use the system when they contact the VITA Customer Care Center (VCCC) for assistance and/or engage the Trouble Report Management Center (TRMC) in managing service issues on their behalf (see below for more information on these work units).

- d) Other VITA Users and Stakeholders
A number of other VITA work units use TIBS and VIPR – most commonly for access to the Inventory, and/or for reporting purposes.
- e) Finance and Administration
Vendor accounts payable, customer accounts receivable, and general cost allocation information is fed from TIBS into VITA's PeopleSoft Financial accounting system for use by the Finance and Administration directorate. This directorate includes the following work units:
- General Accounting, which uses data for cost allocations and required financial reporting
 - Partnership Expense Management and Recovery (PEMR). PEMR's goal is to compute and obtain state approval for surcharge rates to accurately cover VITA's operational cost.
 - Budget Analysis and Compliance (BA&C), which uses TIBS data for revenue forecasting.
 - Supply Chain Management (SCM), which receives wireless data and other datasets in order to conduct analyses for negotiating future procurements and for management reporting.
- f) Customer Account Managers (CAMS)
VITA's CAMS are a primary point of contact for VITA customers and meet regularly with those customers to identify and resolve issues. Although most customer telecommunications billing disputes are handled by Finance and Administration, the CAMS become involved when disputes are escalated.
- g) VITA's Commonwealth Security Risk Management (CSRM) (Security)
VITA's CSRM provides information technology security support to the enterprise. It interfaces with internal and external entities in the pursuit of that mission. Its responsibilities include security audit and oversight activities carried out in support of the Commonwealth CIO's IT governance role, as defined in the Code of Virginia.
- h) VITA Internal Audit
Internal Audit has previously cited issues with the legacy systems in terms of their internal controls, audit transparency (tracking charges from vendor invoices throughout the system to customer bills), and with needing additional granularity of data for state and Federal reporting.
- i) End-user Support (Customer Help Desk and Trouble Report Management)
End-users – staff in VITA customer organizations – are offered support through the VITA Customer Care Center (VCCC), a one-stop customer service center for reporting problems and requesting help with regard to all of the services that VITA provides (both IT and telecommunications). The VCCC will try to resolve certain issues directly, but will also issue and track tickets when matters are referred to other work units for resolution. In the case of telecommunications issues, tickets would be sent to the Trouble Report Management Center (TRMC). The TRMC handles break/fix management of complex legacy telecommunications facilities, working with the end-user and the applicable telecommunications provider. TRMC personnel are granted 24/7 read access to TIBS to research circuits and other information available about the facility. They can search the data, but have only a limited capability to string searches (such as "by city" and" by

street”) to obtain information that is needed. They only update the ticket generated by VCCC with the information resulting from their research and interaction with various telecommunications vendors. The ticketing system does not have an interface to TIBS or vice versa. Both the VCCC and TRMC are operated by Northrop Grumman (NG) on VITA’s behalf, under the terms of the IT Partnership (ITP).

- j) Mobile Device Management (MDM)/Enterprise Mobility Management (EMM)
Northrop Grumman is also responsible for Mobile Device Management (MDM), with the primary focus being upon security management. NG is planning to move from MDM more fully into Enterprise Mobility Management (EMM), and is in the process of replacing the current contract. The MDM system does not have an interface to TIBS or vice versa, nor will the EMM system.

5. Legacy Environment

VITA employs two in-house applications: the TIBS and VIPR application. The asset inventory is maintained in the Telecommunication Equipment Accounting Management System (TEAMS) database, a component of TIBS. These systems interface with VITA’s financial management system (Oracle’s PeopleSoft Financials). Data extracts are also provided for a stand-alone cellular device optimization tool and for reporting purposes. The legacy systems are currently supported by VITA’s third-party partner, Northrop Grumman.

- a) Telecommunication Inventory Billing System (TIBS)
The purpose of this system is to coordinate the planning, delivery and maintenance of state telecommunications services. TIBS permits VITA to order equipment and services from telecommunications vendors for customer state agencies and localities, to inventory the equipment and services procured, and to bill recurring equipment charges and usage charges to each customer.

TIBS consists of nine sub-systems.

- 1) Service Order System (TIBS-SOS)
- 2) Other Charges and Credits Billing (TIBS-OCC)
- 3) Other Charges and Credits Reconciliation (TIBS-OCCR)
- 4) Telecommunications Inventory (TIBS-TEAMS)
- 5) Catalog (TIBS-CAT)
- 6) Telecommunications Inventory Reconciliation (TIBS-REC).
- 7) Traffic/Usage Processing-Electronically billed invoices
- 8) Traffic, One Time Partial Period processing (TOPP)-paper invoices
- 9) Combined bill and IAT

These sub-systems maintain and validate assets at the Universal Service Ordering Code (USOC) level and manage call detail records for all usage. TIBS’ data is maintained in the TEAMS database. The TEAMS database contains both billing and order detail technical information for each customer. TIBS runs on an IBM mainframe and consists of over 2,300 ADABAS NATURAL programs and 2,100 Dyl280 and IBM utilities. It also consists of 90 COBOL programs. There are over 615,000 lines of coding.

Orders are submitted via online forms, by fax or by mail and email and are archived in a Xerox DocuShare solution. The primary output from TIBS is a detailed invoice of each service and an Inter-Agency Transfer (IAT) (payment voucher) for every customer. VITA’s bills are produced in paper format and are mailed to customers.

- b) Vendor Invoice and Payment Reconciliation (VIPR)
The VIPR system allows VITA to allocate costs, authorize charges for payment and/or short payment, and manage disputes from/to telecommunications service providers (Verizon, Sprint, etc.). VIPR passes payment data to VITA’s accounts payable system (Oracle’s PeopleSoft Financial Management System). The VIPR application is accessible only within

the VITA LAN, and runs on a Windows client using Visual Basic 6, Visual Studio 6, Oracle RDBMS client and Oracle database store. There are over 40,000 lines of code.

c) Northrop Grumman and the IT Partnership (ITP)

VITA has entered into an IT Partnership (ITP) with Northrop Grumman. Northrop Grumman is responsible for the service delivery of the Commonwealth's IT infrastructure needs with oversight by VITA. Northrop Grumman operates two data centers on behalf of the Commonwealth – one in the Richmond area, and one in southwest Virginia. Northrop Grumman provides the entire IT infrastructure (system hardware and software, etc.) to support TIBS and VIPR and other related VITA applications.

6. Select Baseline Statistics

Vendor payments handled through the TIBS system total \$77 million per year. Of this total, \$44 million represent payments to carriers and the remaining \$33 million consists of payments to Northrop Grumman and other non-carrier vendors for managed network services, data communications, etc. Revenues (vendor payments plus VITA surcharges) from VITA customers (agencies, institutions of higher education and participating localities) total \$84 million per year. The revenues cover wireline, wireless, managed network and messaging services. Some additional statistics are provided below:

TIBS Order Processing and Inventory	
Average number of customer service requests received	1,300/month
Average number of Moves/ Adds/ Changes/ Disconnects (MACDs)	14,000/month
Number of mobile devices currently installed/ supported by TIBS	29,900+
Number of billable items (lines and features) currently installed/ supported by TIBS	809,000+
Average number of wireline call records (inbound and outbound usage)	2.1M/month
Average number of wireless call records	1.3M/month
Average number of VITA telecommunications customer bills issued	1,069/month
Average number of telecommunications vendor invoices processed	1,665/month
<ul style="list-style-type: none"> Average number of electronic vendor invoices processed 	365/month
<ul style="list-style-type: none"> Average number of paper vendor invoices processed 	1,300/month

Telecommunications Financial Processing	
Average monthly amount paid to vendors	\$6.7M/month
<ul style="list-style-type: none"> Average monthly amount paid to carriers (wireline and wireless) 	\$3.6M/month
<ul style="list-style-type: none"> Average monthly amount paid to non-carrier vendors (Northrop Grumman, etc) 	\$3.1M/month
Average amount disputed with carriers (wireline and wireless)	\$200K/month
Average amount billed to all customers (wireline and wireless and other) – includes VITA surcharges	\$7.3M/month
<ul style="list-style-type: none"> Average wireline services billed to customers for carrier services, and Northrop Grumman (the latter covers Voice over IP (VOIP) and Unified Communication as a Service (UCaaS)) 	\$1.6M/month
<ul style="list-style-type: none"> Average wireline usage services billed to customers 	\$275K/month
<ul style="list-style-type: none"> Average wireless services billed to customers 	\$1.2M/month
<ul style="list-style-type: none"> Average private circuits services billed to customers 	\$1.6M/month
<ul style="list-style-type: none"> Average third-party routers and WAN services billed to customers 	\$2.7M/month

B. Present Situation Functional and Technical Operations

The sections that follow describe in summary format the present situation in terms of the major functional and technical areas, including:

- **Functional**
 - Catalog/Tables
 - Ordering & Fulfillment
 - Inventory
 - Vendor Invoice Management
 - Customer Re-billing
 - VITA Cost Allocation
 - Customer Self-Service
 - Cost Optimization Tools
 - Reporting
 - Workflow Management
 - Internal Controls & Audit
- **Technical**
 - Infrastructure & Architecture
 - Data Management
 - System Integration
 - User Interfaces

- Security, Access, and Risk Management

The summaries address the content and general flow of the work performed in each area. They are supplemented by additional detail in the Appendices.

1. **Catalog/Tables**

The catalogs and tables are the infrastructure that the ordering, inventory and billing subsystems rely on for information for the edit and validation of data. The catalogs contain a wide variety of information that includes rates, pricing, cost allocation and address information to process a bill. The majority of the catalogs are maintained manually by Billing Staff based on information provided by customers, order writers, vendors, contracts and reconciliation staff as the data changes. Some vendor files do provide information which updates the catalogs programmatically (such as area code-exchange and locations). The system has the capability to associate a contract with each product (Wireless/ Wire Line), but this function is not currently in use. As users navigate to make changes to TIBS data (inventory and ordering) catalog checks will warn the user that the change does not meet business rules and must comply before the update is accepted.

2. **Ordering & Fulfillment**

VITA utilizes a centralized service ordering system (SOS) for all telecommunications services for the Commonwealth of Virginia. The SOS collects information concerning the “who, what, when and where” of the telecommunication services requested by customers. All telecommunication services (wire line, wireless, teleconferencing services (audio, data, etc.) are ordered via the SOS.

Customers submit telecommunications service requests (TSRs) to the VITA Telecommunication Customer Service (TCS) group through various means (e-form, email, fax, mail, etc.). Upon receipt of the TSR from a customer, a member of the TCS group keys the request into the SOS and a tracking number is assigned. The request is assigned to a service order writer for validation and processing. The service order writer reviews, verifies and gathers additional information necessary from the customer to process the service order. The SOS creates detail transactions of moves, adds, changes and disconnects (MACDs) for each facility and feature addressed on the service order. This information is used to update the inventory housed in the TEAMS database.

Once all required fields in the SOS are completed, the TSR is converted into a work order issued to the carrier. This is known as an Office of Governmental Telecommunication Services order (OGTS), commonly referred to as VITA's service order. Orders are transmitted to the vendor(s) via RightFax. Orders requiring attachments are manually extracted, scanned and emailed to the vendor(s).

Vendors have twenty-four hours to respond that they have received the TSO. If the vendor has not acknowledged receipt within the twenty-four hours, the vendor is contacted via email and the order is faxed again. Vendors communicate with the service order writer if they have questions regarding the fulfillment of the request. No later than seventy-two hours prior to the delivery of the service, the vendor should respond via email with the date of the service, any new facility names (phone and circuit numbers) and their vendor service order number(s).

The service order writer inputs this information from the vendor into the SOS and the status of the order changes to “confirmed”. A confirmation letter is generated within the SOS and sent to the customer via fax notifying them of the service install or removal dates and any additional information pertinent to the service requested by the customer/user.

The SOS tracks the status of each order from creation through confirmation of the service delivery date. All processed order information is retained in an electronic document management system (DocuShare) for three years per current Commonwealth of Virginia record retention policies.

3. **Inventory**

The inventory component of TIBS is the Telecommunications Equipment Accounting Management System (TEAMS). TEAMS is a database containing both billing and engineering information (data circuit configurations, IPs) for each customer's telecommunications facilities. The integration of both the billing and engineering information into a common database provides increased information to VITA and its customers and is a desired component of any future TEM solution. TEAMS contains all relevant information for all telecommunications facilities and associated features that are processed by VITA for customers. Inventory information maintained includes such things as the facility identifier (for ex: CEL, CKT, EQP, CNX), customer number, location, service type, provisioning vendor, vendor account, and costing information. In addition to one-for-one facility billing, the information in the Inventory allows for a variety of billing algorithms, such as facilities that are shared by multiple customers and meet-point billing. The Inventory is used to identify the customer to be billed for all usage-based charges (Long Distance, Inbound, Wireless, Calling Cards, Teleconferences, etc.) billed by the telecommunications vendors. Capturing facility relationship information allows for multiple facilities to be linked together in groups and for dependencies to be identified.

There are three methods used to update the inventory: end-of-the-month Service Order post, on demand Service Order post, and customer-requested manual inventory updates. The end-of-the-month Service Order post is the primary method for updating the inventory. This update is done with add, change, move and delete transactions captured during the generation of Service Orders. All transactions for Service Orders that have been completed by the end of the bill cycle (28th of the month) are posted as a group to the inventory. When Service Orders that missed the end-of-the-month post need to be posted, the on demand Service Order post process is used to update the inventory with Service Order transactions for the selected Service Orders. Customer-requested manual inventory updates include, but are not limited to: Customer number changes, cellular pool identifier changes, changes to contacts and locations, and alternate account numbers. All updates including customer-requested inventory updates are done with programs that contain access permissions and all of the appropriate format and content validations. A limited number of customers have read only access to their inventory.

The inventory has been partially audited by third party consultants on two occasions and it was found to be accurate with minimal recovery opportunities.

4. **Vendor Invoice Management**

The Reconciliation Staff receives vendor invoices in paper and electronic medium. Invoices are keyed into the Vendor Invoice Payment and Reconciliation (VIPR) application. Vendor remit addresses are verified. If the vendor is new, it must be set up in PeopleSoft prior to creating it in VIPR. Receipt dates are recorded and Virginia Prompt Pay Act is followed.

To validate the charges on the electronic invoices, exception reports are generated by programs that compare the vendor charges (CSR) to TEAMS. Analysts review the exception reports to determine if charges can be validated. This may include searching for pending orders in the Service Order System (SOS), looking at tariffs and contracts for rate changes, asking TCS staff for additional information, or contacting the vendor. Charges that cannot be validated are withheld from the payment to the vendor.

When a paper invoice is received, a report is printed from TEAMS to compare to the paper invoice (referred to as the 'alternate account report'). This report shows VITA's inventory detailed by line and charge. Non-recurring charges (i.e. partial period, one-time charges, install charges) are validated and keyed as Traffic, One-time, Partial Period (TOPP) charges, a sub-system of TIBS. The charges are extracted from TOPP and passed to VITA's telecommunication customer bill. If any vendor's rates have changed, after verifying the change, Reconciliation sends an email to Billing and Internal Applications to have the Product Code Catalog updated with the new rate. All charges are keyed into VIPR according to the appropriate billing element. Disputed charges are withheld and tracked. Once all data is keyed and balanced, the invoice is approved for

payment, a billing transmittal is emailed to the vendor and the payment data is captured in a file that is transferred nightly to PeopleSoft. PeopleSoft then interfaces with the Commonwealth's Department of Accounts which in turn links with the Department of Treasury system where checks are cut or payment is transferred via EDI based upon due date.

5. **Customer Re-billing**

Customer re-billing involves validation and verification of electronic vendor data and the presentation of the end-user invoice to the customer agency. Through a series of automated and manual processes, the Billing Staff validates and verifies billing data against the service orders, catalogs, contract rates, vendor transmittals, and recurring discrepancies. See the appendices for monthly schedule and job procedures.

VITA's customers submit requests for telecommunications services in the form of a Telecommunications Service Request (TSR) to VITA's Telecommunications Customer Service (TCS) group as described in the Ordering & Fulfillment Section of this document. In addition to creating vendor orders, VITA's Service Order System (SOS) generates MACD (Moves, adds, changes, deletes) transactions that are used to update VITA's inventory of telecommunications facilities and features. VITA's inventory is the repository of all information relating to telecommunications services provided by VITA, to include but not limited to: the customer number, product/service price, service location, and sourcing vendor. The vendors provide the telecommunications services to VITA's customers and then bill VITA for the services. Vendor invoices are sent to VITA in the form of electronic data files and paper invoices.

The VITA billing staff receives and processes electronic data files from multiple vendors for a variety of telecommunications services. For each data transfer the billing staff validates that the transmission of the data was successful by examining the results of the data transmission against transmittal documentation provided by the vendor. For all data transmissions, if the transmission is successful, the billing staff continues processing the data; if the transmission is not successful the billing staff contacts the vendor and arranges for retransmission of the data. For the Customer Service Record (CSR) or monthly recurring charges, the billing staff executes procedures to reformat the CSR data into VITA's CSR format and loads the data to VITA's CSR data base. The billing staff processes the Other Charges and Credits (OC&C) by reformatting the data into VITA's OC&C format and loading VITA's OC&C system. Once in VITA's OC&C system, the billing staff performs automated and manual processes to validate the vendor OC&C transactions against the transactions generated by VITA's Service Order System (SOS) and to identify the customer agency to be billed.

Regardless of the vendor, the data for traffic, or usage, services are reformatted into a corresponding VITA format and processed together by service. All traffic or usage records are validated against VITA's inventory to determine the customer to be billed. Unidentifiable traffic and usage records are returned to the vendor. Each of the traffic, or usage, types is validated for the accuracy of per minute charges, cellular plans and pools. All services, recurring, OC&C and traffic are checked for validity and content to make sure the charges are valid and contain no unauthorized charges such as fees and taxes. Reports are generated to support all short payments to the vendors and provided to reconciliation staff. The purpose of all of these verification processes is to identify as many errors or discrepancies as possible before using the data to bill VITA's customer agencies.

The generation of the monthly telecommunications bill that will be sent to VITA's customers begins with the extraction of the recurring charges from the inventory. The recurring charges are developed from the detail facility and feature information in VITA's inventory and the pricing information (unit price, VITA surcharge, vendor discounts, etc.) contained in the TIBS Catalog system. The recurring charges are then combined with all of traffic, usage and OC&C charges from all vendors for the month to create a single consolidated telecommunications bill for each of VITA's customers.

VITA maintains a profile for each customer in the TIBS Customer Catalog that controls how the bill is presented to each customer. Customers may select to suppress printing the detail of their call traffic, suppress printing of the entire bill, receive data files for all or some types of service which customer agencies may use in an internal system, receive an image of their inventory (TEAMS Image), or have their bill made available on a Web interface.

6. VITA Cost Allocation

Both the VIPR and TIBS systems support VITA's cost allocation model. All line items in VIPR and all transactions processed through TIBS are assigned to one or more numeric billing elements. These billing elements are essentially cost pools that are set up to appropriately categorize revenue and expenses to ensure appropriate matching and recovery of revenue against relevant expenses. Additionally, all transactions in TIBS are billed to customers using predefined tariff or contract rates, applicable discounts, plus VITA's surcharges. These surcharges are developed by the Partnership Expense Management & Recovery (PEMR) staff and approved by the Joint Legislative Audit and Review Commission (JLARC). VITA's cost allocations are recorded in PeopleSoft. All transactions from TIBS and VIPR are fed to VITA's PeopleSoft Financials System, including billing elements and other required accounting information.

7. Customer Self-Service

Within the agency, a telecommunications request is received in different forms such as an email, a fill and print form or an on-line form that uploads particular information to a database. The customer's authorized Telco Coordinator submits a TSR to VITA's TCS staff. A TSR can be submitted in one of the following ways:

- TIBS – This is a mainframe based system and customer access is limited to the six agencies previously mentioned (see 4b above) "Customers with Direct System Access".
- VITA's web portal – This is a fill in form that is electronically submitted to VITA and a copy is sent by email to the requestor.
- Facsimile – Users fill in, print and fax the TSR to VITA.
- Email messages with attachments - Users fill in and email TSR to VITA.

Customers receive a fax copy of the order when it is issued to the vendor. A vendor confirmation letter is also faxed to the customer and includes vendor service order numbers, due date and new facility identifiers (if applicable). The order status and vendor confirmation information can also be tracked within TIBS.

For help in researching orders, customers can cross reference orders by project, log number, telephone number, agency/activity code, vendor, etc. within TIBS.

a) Customer use of VITA Inventory

Customers can receive inventory information through a TEAMS image (paper report or delimited file). The six agencies with TIBS access can also utilize TIBS to access inventory data. Inventory can be used to research telephone number, user/location of telephone number, agency/activity codes, first and last order, products and rates. Following are some examples of how inventory information is used:

- Verify assignment of and use of service and equipment.
- Verify service plans for wireless devices.
- Verify features on telephone numbers. For example, user requests voice mail. Inventory shows voice mail on the line. A trouble ticket to the VCCC is needed rather than a TSR.
- Verify service requested on TSR is service being billed.
- Verify telephone number is billing to correct activity code. For example, section representative indicates that a specific telephone number is not billing but being used by section staff. Activity code will indicate section.

Inventory can also be used to get a list of calling cards, CENTREX lines, cell phones, voice over internet protocol lines, circuits and audio/data conferencing accounts for the customer. The TEAMS image can be provided to get this data while TIBS provides this information in a query.

b) Service/Product Pricing Information

Customers utilize the following to obtain pricing information:

- Inventory
- Product code catalog within TIBS
- VITA rates
- On-line VITA contracts

c) Customer Management of the VITA Bill

The monthly paper telecommunications invoice is sent to the customer by mail. Some customers download a text file copy (with call detail) and/or receive a data file (with call detail). Some customers have developed their own internal system for customer telecommunications cost allocations and asset management purposes.

Except for the cell phone optimization system (see section 8, below), customers must manipulate data on their own for analysis purposes.

d) Customer Reporting

There is no formal reporting function in TIBS or provided by VITA. TIBS provides many queries that are used to manage inventory that can be saved as text and then uploaded into Excel spreadsheets. Some agencies take the billing text file or data file and manipulate the data in their own systems or via Excel spreadsheets to create custom reports.

e) Customer Account Management

Agencies must submit account changes via email to VITA's Billing staff or VITA's online forms system for:

- Telecommunications Coordinator changes
- User/description/address changes for a telephone number or the agency account
- Add/updates/deletes to agency activity codes

f) Trouble Reporting

Agencies utilize the VCCC to report most troubles related to telecommunications services. Tickets can be logged by telephone or email.

g) Communications

All customer communications with the VITA ordering and billing staff are done by telephone, email or through online forms (fill and submit via the web portal). Examples include: billing inquiries, activity code changes, user/description field changes, agency telecommunications coordinator changes, and general agency information.

8. **Cost Optimization Tools**

The Cell Phone Costs application is a web based tool employing usage data from TIBS. Traffic records from TIBS are provided on a monthly basis and the application stores one month of data for each phone number. The tool enables authorized customer representatives to analyze their agency's wireless usage and obtain recommendations for the optimal lowest cost phone plan for their cell phone users. This application is password protected, and is available only to customer Telecommunications Coordinators and VITA administrators. The application restricts access to data for their agency only unless the user is a system administrator. Telecommunications Coordinators are presented with a web page that lists all cell phones for their agency with their current plan and that gives the recommended lowest cost plan available from the same wireless

provider (cross-carrier optimization comparisons are not available but a needed addition). The Telecommunications Coordinator can drill down on each phone number to see the phone plan, calling minutes and cost for each of the previous 12 months. The lowest cost is derived by averaging the minutes used in each of the previous 12 months, calculating a potential bill for each available phone plan offered by the current wireless provider, and identifying the lowest cost plan. Customers wishing to implement any changes based on the tool's recommendations must submit a TSR to change the plan. VITA supports and maintains the tool.

9. Reporting

There are many reports/screens that exist in TIBS that allow for functions within the system to be performed on catalog entries or to allow queries into the inventory and other files (see Appendix E, 3.10) for some report lists and formats. However, this is an area of general weakness:

- The report development toolkit is extremely limited.
- All reports must be hand-crafted by technical personnel, and many reports can only be run by technical personnel or a very limited number of users.
- Most of the existing reports are directed towards operation of the workflow – providing status and exception reports, alerts and messaging. They often focus on one business process segment, rather than providing systemic views.
- Very few management and almost no executive reports have been created. Most of these types of reports are treated as *ad hoc* one-time research efforts.
- Existing reports are “canned” and often do not provide features such as sorting, filtering, graphics, drill-down, custom views, etc. They are also not readily ported to different formats (MS-Word, MS-Excel, etc.) or easy to send via e-mail.
- Customers cannot run reports on their own. Several of VITA's larger customers have created their own internal applications to download VITA data for analysis and reporting that they have created separately.
- It can be difficult for a user to determine which reports have already been created – there is not a single library or inventory for these.
- There are no built-in tools for performing data mining and analytics.
- Most reports are “canned” products of the applications.
- Additionally, separate from the main workflow, VITA has a number of other internal consumers of telecommunications data that would like to obtain reports, but find the process too difficult and time-consuming.

10. Workflow Management

Generally, the current system does not provide for workflow management and associated alerts. Task assignments, job scheduling, and managing to deadlines must all be performed manually. The system is highly dependent on experienced staff and supervisors.

11. Internal Controls & Audit

IBM Mainframe security controls access to the application host, ADABAS security controls the access to the application library and files. All TIBS role-based functions are controlled by the user catalog.

For access, in accordance with VITA security policy, the last logon date of the user is kept and checked monthly for 90 day non-use in order to remove access. Attempts to access the application by an unauthorized user sends an alert to the system administrator for follow up.

Although only the current inventory records are available on-line in the system, the record audit information (OGTS, service order, user and date) for the storing of the record and the last five record changes are available for each facility and feature record. In the catalog, record store information and last change information are kept. Disconnected facilities are moved from the inventory to a disconnect file which stores the master record with its audit information. The audit

information now represents information for facility install, facility removal and the previous four record changes.

In the Service Order System, record store date, last record change date and user is maintained for each record in every file. A status change date is maintained for each change in status of the order and each vendor.

12. Infrastructure & Architecture

VITA's current TIBS runs primarily on an IBM equivalent mainframe housed at the CESC. Software AG products ADABAS/COMPLETE/NATURAL are used to support all on-line functions and extract data to flat files for additional processing. NATURAL, COBOL, DYL280 and SyncSort are used for flat file processing. Limited access to TIBS via the WEB is supported by ResQnet.

Additionally, VITA's Vendor Invoice Payment and Reconciliation (VIPR) runs using Windows Visual Basic 6 (VB6) client software and connects to an Oracle relational database. Oracle resides on a Sun OS UNIX server.

13. Data Management

Retention of external and internal TIBS data varies depending on use and COVA records retention requirements. Service Order data is available for ten years. Service Order data for the previous ten to fifteen years are archived to System Managed Storage (SMS) and can be restored to the test environment by support personnel. Customer billing data is stored in SMS for the most recent seven years. Raw source vendor billing data is stored in SMS for the most recent five years.

14. System Integration

VITA's current TIBS integrates with existing Commonwealth VITA systems and vendor systems using established transmission protocols and record layouts (see Appendix E, 4.8 for a list of TIBS interfaces). The input interfaces provide vendor data for recurring, other charges and credits and usage that feed the various VITA billing subsystems. The outgoing interfaces provide accounting data to VITA systems, billing data to customer systems and files to vendors in support of payments.

As each vendor's data is loaded it is normalized to a VITA standard record layout and fields are normalized so all like data has the same value (example: directory assistance calls on one vendor's file might be 'DA' and on another '411' these might be normalized to 'DA'.)

Post Billing Jobs create agency specific files that are resident on the mainframe, FTPed or placed on the browser for pickup by the agency. These agencies have developed internal programs to send reports to their departments or check for discrepancies.

15. User Interfaces

VITA provides customers with web access into TIBS as a method of obtaining customer contact information for an agency and following the progress of a Service Request (OGTS). The site provides milestone dates but does not provide any specific information contained in the Service Request and therefore does not require user authentication. The user can search for a specific OGTS, search by Agency Log Number, search by project number or obtain all un-posted Service Requests for a selected customer.

The portal is not particularly friendly nor does it supply the user with detail for research.

16. Security, Access, & Risk Management

A mainframe LOGON-ID controlled by ACF2 Security Software is required to gain access to VITA's Commonwealth Network. The TIBS User Catalog controls individual user access and permissions to the granular level.

5. FUNCTIONAL, TECHNICAL, PROJECT MANAGEMENT & IMPLEMENTATION REQUIREMENTS

Suppliers are to indicate their capability of fulfilling each specific requirement below. Each Supplier's responses will be reviewed and compared across Suppliers in order to determine the best solution for the Commonwealth.

Detailed requirements are presented in questionnaire format to facilitate direct responses and establish accountability regarding delivery of the Solution by the Supplier. To respond to each requirement, Supplier is asked to enter, in the space provided in Column A, a code that best corresponds to its intended response for the requirement listed.

The acceptable codes for Column A are as follows:

Y – "Yes" - Supplier can fully meet the requirement as documented with its current application or proposed solution (either "out-of-the-box" or with configuration). Supplier should use Column B to specify which of their products will meet the requirement. If applicable, **Supplier should provide in Column C an explanation of how it will fulfill the requirement.** Supplier may also use Column C to cross-reference a detailed explanation included in an attachment of its proposal.

D – "Yes, Development required" - Supplier can fully meet the requirement as documented with development to its current application or proposed solution. Supplier should use Column B to specify which of their products will meet the requirement. If applicable, **Supplier should provide in Column C an explanation of how it will fulfill the requirement.** Supplier may also use Column C to cross-reference a detailed explanation included in an attachment of its proposal.

N – "No" - Supplier cannot meet the requirement. Supplier may use Column B to provide additional information.

In some cases VITA has also asked for additional descriptive information either in table form or as a response to an individual requirement. In those instances, Supplier is to provide adequate information to allow VITA to properly evaluate its proposal.

A. Functional Requirements

1. Catalog/Tables

The catalog system is envisioned to contain all data lists used for validation and information such as agency names, addresses, locations, products & services, rates & surcharges where they can be referenced by all functions of the new solution. VITA wishes to retain much of the existing catalog content, information and functionality, while adding new capabilities such as automated updating of the content from various sources.

No.	Catalog/Tables Requirements	A	B	C
1	Does your solution have the capability to maintain the data required to calculate the customer product price that VITA re-bills to the customer (carrier rate - discount + surcharge)?			
2	Does your solution have the capability to permit manual updates to the catalog/ tables by VITA users?			
3	Does your solution have a catalog/table system where the fields are of flexible lengths (such as for internal account codes)? Please provide a sample of a typical catalog/table.			
4	Does your solution have the capability to allow			

No.	Catalog/Tables Requirements	A	B	C
	all catalog fields to be available for viewing and reporting?			
5	Does your solution have the capability, post implementation, for a VITA administrator to easily modify the table fields, to add fields and add tables?			
6	Does your solution maintain the product information in a catalog/table that can be used for ordering and inventory billing? If no, explain where and how the information would be stored.			
7	Does your solution have the capability to maintain vendor charges/ rates (unit prices, base price, purchase price, selling price) by product?			
8	Does your solution have the capability to maintain the data required for calculation of product/service pricing <ul style="list-style-type: none"> a) that VITA pays to any supplier b) that VITA charges the customer For example, contract rate, tariff rate, vendor code, discount, based on account or location, etc?			
9	Does your solution have the capability to calculate the product/service pricing: <ul style="list-style-type: none"> a) that VITA pays to any supplier b) that VITA charges the customer For example: "base price + (rate x quantity)", or "location rate x quantity", or "((rate – discount) x surcharge) x quantity"?			
10	Does your solution have the capability to present customer end pricing for products and services in a searchable catalog?			
11	Does your solution have the capability to permit role based updates to specified fields (i.e. address changes, contact phone numbers, names of coordinators, etc.)?			
12	Does your solution have a catalog/table system to store universal data (i.e. agency activity number, location ID, etc) for validation and verification of ordering, inventory and vendor data?			
13	Does your solution have any limitations in its catalog data storage? If yes, describe any limitation on the quantity of tables, limitation on types of tables, etc.			
14	Does your solution have the capability to "package" a group of products that are needed for a solution? (i.e. A PRI needs 9ZR and FUSF)			
15	Does your solution have the capability to maintain conversion tables of vendor codes to VITA codes? (i.e. OC&C phrase codes, POF			

No.	Catalog/Tables Requirements	A	B	C
	POE and USOC)			
16	Does your solution have the capability to maintain the usage (minutes) that are included in product/ plans (i.e. number of night and weekend, text messages or air minutes allotted)?			
17	Does your solution have the capability to maintain the associated vendor for a product?			
18	Does your solution have the capability to maintain and use for validation the traffic rating information for each of the following by vendor in a catalog/table? If no, explain where and how the information would be stored. a) <i>intrastate</i> rates b) <i>interstate</i> rates c) message rates d) international rates e) directory assistance f) extended area calling g) community choice			
19	Does your solution have the capability to maintain and use for validation vendor billing account number information in a catalog/table? If no, explain where and how the information would be stored.			
20	Does your solution have the capability to maintain multiple vendor addresses (including remit address), FIN, payment information in the catalog/table? If no, explain where and how the information would be stored.			
21	Does your solution have the capability to maintain vendor FAX number and email address for orders in the catalog/table? If no, explain where and how the information would be stored.			
22	Does your solution have the capability to maintain multiple vendor contact information (for example: order contact, billing contact, escalation contact) in the catalog/table? If no, explain where and how the information would be stored.			
23	Does your solution have the capability to maintain the customer billing contact (phone, email, address (street, city, state, zip) and fax)) for validation and billing in a catalog/table? If no, explain where and how the information would be stored.			
24	Does your solution have the capability to maintain the multiple ordering coordinators (phone, email, address (street, city, state, zip) and fax) and their function (ordering, all activity, and calling cards only) in a catalog/table? If no, explain where and how the information would be stored.			
25	Does your solution have the capability to			

No.	Catalog/Tables Requirements	A	B	C
	maintain customer number in a catalog/table? If no, explain where and how the information would be stored.			
26	Does your solution have the capability to maintain valid customer activity (use) fields in a catalog/table? If no, explain where and how the information would be stored.			
27	Does your solution have the capability to maintain premium or discount amount to be applied to a bill in a catalog/table? If no, explain where and how the information would be stored.			
28	Does your solution have the capability to maintain customer organization hierarchy information, including the following? If no, explain where and how the information would be stored. <ul style="list-style-type: none"> a) Organization type (state agency, institution, locality) b) Organization sub type (law enforcement, registrars) c) VITA defined customer segment d) Secretarial affiliation e) Customer identifier "parent" f) Customer subdivision "child" identifier (division, districts) 			
29	Does your solution have the capability for all catalog access to be through one portal? If not, please explain.			
30	Does your solution have the capability to maintain the data required to calculate the vendor pricing that is based on meet point (i.e. two transport vendors are needed to deliver service)?			
31	Does your solution have the capability to maintain the data required to calculate the vendor pricing for shared facilities (i.e. split between multiple customers by percentage share)?			
32	Does your solution have the capability to maintain maximum product quantity allowed for a feature on a facility?			
33	Does your solution have the capability to maintain the contract number associated with the product?			
34	Does your solution have the capability to maintain the products which are obsolete (i.e. not available for ordering) but are present in inventory?			
35	Does your solution have the capability to maintain wireless and wire line products in one table/ catalog?			
36	Does your solution have the capability to maintain a product description field for each product?			

No.	Catalog/Tables Requirements	A	B	C
37	Does your solution have the capability to maintain acceptable facility relationships in a catalog/table for validation and processing? If no, explain where and how the information would be stored.			
38	Does your solution have the capability to maintain area code and exchange with the Common Language Location Identifier (CLLI) code in a catalog/table for validation and processing? If no, explain where and how the information would be stored.			
39	Does your solution have the capability to maintain cost allocation codes and their associated surcharge in a catalog/table for validation and processing? If no, explain where and how the information would be stored.			
40	Does your solution have the capability to maintain contracts and their expiration dates in a catalog/table for validation and processing? If no, explain where and how the information would be stored.			
41	Does your solution have the capability to allow an administrator to identify charges for recurring withholdings that are used to dispute a vendor charge?			
42	Does your solution have the capability to automatically compare current data with the following proposed changes? a) tariff price b) contract changes (price, product numbers)			
43	Does your solution have the capability to maintain and use for validation the traffic rating information for calls terminating over dedicated facilities in a catalog/table? If no, explain where and how the information would be stored.			
44	Does your solution have the capability to indicate the current status (active or inactive) of vendors for validation in the catalog/table? If no, explain where and how the information would be stored.			
45	Does your solution have the capability for a user to implement cost allocation (i.e. billing element) code changes at any time and to have that change be immediately enforced/populated throughout the system?			

2. Ordering & Fulfillment

Ordering and Fulfillment addresses VITA's requirements for the end-to-end process of customer orders (both new and MACD) for telecommunications services; from receipt and review of the initial order, through data entry and supplier placement, to status updates and completion/delivery.

No.	Ordering & Fulfillment Requirements	A	B	C
46	Does your solution have the capability to assign a unique identifier to each service order? If yes, please explain.			
47	Does your solution have the capability to submit one order to multiple vendors and assign a unique identifier and sub identifier to each vendor?			
48	<p>Does your solution have the capability to track the following dates/transactions for a service order and allow real time tracking of service request status? Please describe in detail each interaction that is tracked and include any additional items that are tracked.</p> <p>a) Date the customer submitted the service order to VITA, b) Vendor acknowledgement, date of acknowledgment and method (email, fax, etc.) c) Customer requested completion date d) Date of firm order confirmation from vendor including the detailed information about the order (i.e. circuit number, service order number, etc.) e) Date the service order was ready to be submitted to the vendors, f) Date the service order was sent (issued) to the vendors and method of issuance (fax, email), g) Date the last vendor confirmed receipt of the service order, h) Last expected vendor completion date, i) Last date work on the service order was completed by all vendors, j) Date the inventory was updated with the actions defined in the service order (Post Date), k) Last date the actions defined in the service order were reconciled with the actual actions taken by the vendors, l) If the order is abandoned, the date the order was cancelled, m) If the service order was changed after being sent to the vendors, the date of the change made, n) Last date any change was made to the service order, o) Ability to track when order comments are entered or changed, p) Store and display of dates to allow user to follow each service order from creation through its entire life cycle, q) Date the vendor expects to complete the order, r) Date vendor actually completed work on the order/ service activation, s) Date the actions defined in the service order</p>			

No.	Ordering & Fulfillment Requirements	A	B	C
	were reconciled with the actual actions taken by the vendor.			
49	Does your solution have the capability to send order cancellation notices to the vendor?			
50	Does your solution have the capability to e-bond with the carrier's ordering system? If yes, please explain the process.			
51	Does your solution have the capability to update the inventory database from the order? If yes, please explain the process.			
52	Does your solution have the capability to ensure and maintain continuity of facilities (i.e. circuits, telecom lines, etc.) when orders are updated or removed? For example: If circuit A is removed, then circuit B must also be removed.			
53	Does your solution have the capability to order and maintain services such as teleconferencing, calling cards, fax broadcast, customer provided equipment, order management, managed WAN devices, etc. through a single portal?			
54	Does your solution have the capability to fully integrate information between the various modules in the solution so that information processed for the service request is maintained throughout the application? For example: Information entered as part of an approved service order should be available to all relevant components/modules of the solution.			
55	Does your solution have the capability to auto-fill the VITA billing information from a catalog for existing locations and users?			
56	Does your solution have the capability to assist the user in selecting product codes/descriptions from the catalog table to auto populate the selection(s) in a customer telecommunications service request/order? For example: when a telecommunications coordinator selects a needed product code from the catalog, can it auto populate the information into the telecommunications service request upon selection?			
57	Does your solution have the capability to send orders and order attachments using various methods (i.e. fax, email, etc.)?			
58	Does your solution have the capability to allow the orders to be expedited? If yes, please explain the process and alerting for expedited orders.			
59	Does your solution have the capability to do the following: a) produce supplemental orders when revisions/changes to an order need to be sent			

No.	Ordering & Fulfillment Requirements	A	B	C
	to vendors while keeping the original order? b) allow address location updates on the order after the order has been placed to ensure accuracy?			
60	Does your solution have the capability to store the vendor assigned work order number with a minimum of 20 characters? If yes, please explain if there is a limitation of occurrences? This number may occur as many as 200 times per service order.			
61	Does your solution have the capability to store the account number assigned by the vendor? If so, does this field allow at least 25 characters?			
62	Does your solution have the capability to track workflow and status with automatic escalation and notification of orders and any change of status? Please explain how the solution accomplishes this.			
63	Does your solution have the capability for users to check status of their orders?			
64	Does your solution have the capability to set up automatic emails as notifications for tasks that need to be completed?			
65	Does your solution have the capability for a user to cross reference orders by the following: a) project b) agency assigned (log) number c) facility ID d) agency/activity code e) date order submitted to VITA/supplier f) vendor g) vendor service order number h) location i) service type			
66	Does your solution have the capability to automatically date/time stamp all orders received and provide a tracking history with name date, time, etc.?			
67	Does your solution have the capability to support web based ordering initiation?			
68	Does your solution have the capability to perform multiple transactions types (i.e. moves, adds, changes, swaps) on a single service order?			
69	Does your solution provide an inbox/repository for communications, job status, errors and to-do items with complete tracking and change history?			
70	Does your solution have the capability to allow agency Telco coordinators to initiate and electronically transmit a service request to VITA?			
71	Does your solution allow VITA to electronically transmit orders to vendors?			
72	Does your solution have the capability to			

No.	Ordering & Fulfillment Requirements	A	B	C
	customize the order form to capture additional information?			
73	Does your solution have the capability to validate address locations against information housed within the database?			
74	Does your solution have the capability to compute the order request due date based on service level intervals in the VITA/vendor contract?			
75	Does your solution have the capability to allow linking of related orders or multiple orders associated with a single project?			
76	Does your solution have the capability to validate a requested product to a catalog or table that includes the vendor and price?			
77	Does your solution have the capability to display the total number of facilities and the facility details on a service request?			
78	Does your solution have the capability to allow an order writer to install and update multiple inventory items from one screen and to indicate the number of items to be affected?			
79	Does your solution have the capability to automatically increment the phone number when an order writer is entering a range of phone numbers for multiple installations?			
80	Does your solution have the capability to prompt the user to enter all related inventory items necessary for a specific type of service (i.e. standard features for a CENTREX line)?			
81	Does your solution have the capability to default the "ordered" and "received" date fields to the system generated dates?			
82	Does your solution have the capability to copy selected line items from an existing service request when creating a new service request?			
83	Does your solution have the capability to provide a standard input format for key data elements? For example: Naming conventions for street address information must be consistent across inventory, ordering, and billing components for the system			
84	Does your solution have the capability to automatically reference pricing, contracts, or quotes within the order?			
85	Does your solution have the capability for orders that are partially completed to bill customers for the completed portion? For example: 10 lines are ordered but only 5 are installed. Can the 5 installed be made billable?			
86	Does your solution have the capability to automatically add contract allowable charges to expedited orders?			
87	Does your solution have the capability to allow a field to indicate the name of the user of the			

No.	Ordering & Fulfillment Requirements	A	B	C
	inventory item?			
88	Does your solution have the capability to allow a field to accommodate a "referred to" number? In other words, is there the ability to link one inventory item to another?			
89	Does your solution have the capability to allow the customer receiving a service or product to confirm receipt and update the status within the system? If yes, please explain.			
90	Does your solution have the capability to capture the warranty expiration date when an order is entered so it can be tracked in the inventory?			
91	Does your solution provide effective communication methods such as chat queues and bridges to enable interaction between various teams to facilitate prompt resolution of issues and reduce communication overhead?			
92	Does your solution have the capability to use business process logic to automate functions with specific trigger points and milestones? For example, when a new circuit is installed, you can automatically initiate a disconnect order for the old one if needed.			
93	Does your solution have the capability to customize the initial order form to include drop-down fields with pre-approved selection values?			
94	Does your solution have the capability to customize the initial order form to include links to websites containing reference material, such as contracts and specifications?			
95	Does your solution have the capability to produce a report that provides VITA customer telecommunications services requests by their current workflow stage and processing status?			
96	Does your solution have the capability to produce a report that provides a summary of the status of VITA customer telecommunications services requests/orders? For example, orders by customers and by service type (i.e. Moves Adds Changes Disconnects).			
97	Does your solution have the capability to produce a report that provides a detailed order processing history of VITA customer telecommunications services requests/orders by customer by order type and by date? For example: by date submitted and by requested due date, etc.			
98	Does your solution have the capability to produce a "promised delivery date" report that shows vendor orders in process that are coming due for VITA customer service delivery within a specified number of days? For			

No.	Ordering & Fulfillment Requirements	A	B	C
	example: due in 3 days, due in 5 days, etc.			
99	Does your solution have the capability to produce a Vendor orders "past due items" aging report that identifies over-due items and groups them according to VITA-defined aging periods? For example: "past due 5 days, 10 days, and greater than 10 days past due")?			
100	Does your solution have the capability to produce a report of "Unconfirmed Orders" (issued orders with no vendor confirmation date) by vendor by VITA telecommunications service customer and by specified date range? For example: Orders that have not yet reached the vendor response deadline and orders that are past due for the vendor to respond.			
101	Does your solution have the capability to produce a report that provides customer identification (ID) number that is cross-referenced to the telecommunications service request numbers? For example: reports of all of a specific VITA telecommunications customer's service requests within a specified date range as a result of entering a customer. ID number)?			
102	Does your solution have the capability to produce a report of telecommunications customer service requests/orders by assigned order writer by request/order status?			
103	Does your solution have the capability to conduct queries or produce ad-hoc reports by customer for selected customer data? For example: information by service order type by date of service install by address location of service(s) by number of phone lines, devices, etc.			

3. Inventory

The Inventory section requirements cover the records and information VITA maintains for telecommunication facilities in use for billing within the Commonwealth (i.e. circuits or lines, managed equipment, wireless devices, related network features, etc.). The scope encompasses entry of new items, updating records for MACD activity and verification of accurate end-state inventory data at any point in time.

It is critical that the majority of the present inventory content be retained in the proposed future state solution. VITA desires to augment existing capabilities, including an improved, detailed historical trail documenting revisions to inventory items.

No.	Inventory Requirements	A	B	C
104	Does your solution have the capability to maintain inventory data for wireline and wireless and have the capability to expand to emerging technologies? For Example: mobile phone number, mobile service provider, serial number, device model number, Good technology license			

No.	Inventory Requirements	A	B	C
105	Does your solution have the capability to store data for a variety of telecommunications services and equipment at the lowest level of detail (USOC)? If yes, explain how your system identifies the individual telecommunications services and equipment, and state if the types are established by business rules.			
106	Does your solution have the capability for a user to cross reference inventory by the following: a) agency activity code b) name or description c) vendor d) product code e) facility type f) location group g) street address			
107	Does your solution have the capability, based on order activity, to activate/ update new or change of inventory automatically during the current month? If yes, how is this accomplished?			
108	Does your solution have the capability to maintain information for facilities (circuits, telecom lines) that are not currently billable to customers? For example: Pending activation date, traffic identification, and suspended cell phone line. If yes, how is this accomplished?			
109	Does your solution have the capability to track changes to the inventory by date and user? If yes, explain: 1) if changes tracked at the record level and individual field level 2) how many changes are tracked, and 3) how long is the change data kept?			
110	Does your solution have the capability to define VITA defined business rules (validation criteria and formats) for each field? For Example: CENTREX number should be validated for ten numbers and has to have a valid NPA/NNX.			
111	Does your solution have the capability to store the VITA defined business rules in a single repository so changes in the business rules are enforced through all sub systems? If yes, please explain this process.			
112	Does your solution have the capability to keep the inventory available for update while an invoice is being produced by VITA for customers?			
113	Does your solution have the capability to store the inventory data in a non-proprietary data structure?			
114	Does your solution have the capability to store a "snapshot" of the inventory for previous			

No.	Inventory Requirements	A	B	C
	months? If yes, how many months can be stored?			
115	Does your solution have the capability to have scheduled and on demand data backups? If yes, how often is it backed up and where is it stored? (same or separate storage device) Please explain normal backups and recovery.			
116	Does your solution have the capability to download selected data in a format usable on a PC application (i.e. MS Office, Excel, Access)?			
117	Does your solution have the capability to apply facility mass additions, updates and deletions to the inventory? If yes, describe the process and controls.			
118	Does your solution have the capability to validate a site location code (e.g. service location address, location group, site code) for each facility?			
119	Does your solution have the capability to store facility contact information (i.e. remote drop contact, user name)?			
120	Does your solution have the capability to indicate the status of facilities in inventory (i.e. available, reserved or pending removal)? If yes, please describe how this would be handled.			
121	Does your solution have the capability to link multiple facilities with a valid group identifier? For example: DS3 hub circuit would have associated smaller circuits.			
122	Does your solution have the capability to perform inventory update functions automatically or does it require additional manual processes or data entry to update the inventory? Identify and describe in detail any manual processes.			
123	Does your solution have the capability to maintain, at the lowest level of detail, both actual charges and the ability to calculate charges? For example: FUSF are based on percentage of total interstate circuit cost which varies by mileage.			
124	Does your solution have the capability to maintain facility information (i.e. percentage of circuit/airline mileage per vendor) to support inter vendor meet-point billing?			
125	Does your solution have the capability to maintain engineering data (i.e. a circuit's speed, polling address, protocol etc) for each facility in your database?			
126	Does your solution have the capability to maintain the facility-to-facility relationship data for each telecommunications facility in your database? For example: A circuit's path from			

No.	Inventory Requirements	A	B	C
	origin through wire centers to drop points, POP etc. to destination; cross references between facilities; parent child relationships. If yes, please explain the process.			
127	Does your solution validate all billing related data entry against the catalog (i.e. customer addresses, agency activity number, location identifier, etc.)?			
128	Does your solution have the capability to maintain information to support installment billing (i.e. total number of installments, how many payments left, and price of each payment)?			
129	Does your solution have the capability to allow a user to view a facility to the lowest level of detail (including: agency activity code, product codes, facility type, location, user description)?			
130	Does your solution have the capability for a user to make changes to a pre-determined set of fields (i.e. cost center, name of user, lines, etc.)? If yes, please describe in detail.			
131	Does your solution have the capability to utilize user defined fields differently from one user to another user? If yes, please explain the capabilities.			
132	Does your solution have the capability to perform a mass update to a given field? For example: change the activity code for more than one facility at a time?			
133	Does your solution have the capability to apply multiple levels of breakdowns under the agency number? For example: sub activity code to break down the billing for the activity code one step further.			
134	Does your solution have the capability to have a minimum field length of twenty five for the facility identifier?			
135	Does your solution have the capability to add, change, disable, suspend and reinstate inventory items?			
136	Does your solution have the capability to update the inventory via service requests, custom batch programs and manual means? If yes, describe the process and controls.			
137	Does your solution have the capability to create billable monthly recurring charges for inventory items?			
138	Does your solution have the capability to use all data in the catalog to calculate billing charges based on predetermined algorithms?			
139	Does your solution have the capability to store and maintain facilities that are not actually billed to customers (including operational or overhead facilities)?			
140	Does your solution have the capability to store			

No.	Inventory Requirements	A	B	C
	information relevant to a facility being placed in service and added to the inventory (including: the date the facility was ordered, date facility was activated, VITA order number, vendor and vendor service order)?			
141	Does your solution have the capability to store information relevant to actions taken on a facility (including: the last five (5) dates, VITA order numbers, vendor and vendor service orders when the service was changed)?			
142	Does your solution have the capability to store information relevant to a facility being discontinued from service and removed from the inventory (including: the date the service was discontinued, VITA order number, vendor and vendor service order)? If yes, are discontinued services stored in separate database?			
143	Does your solution have the capability to associate vendor records (CSR) and identifiers (description, USOC) with each facility in the inventory?			
144	Does your solution have the capability to search and run queries on inventory fields and to get summary information on those fields? Examples: The number of facilities billed to a customer, the number of facilities billed at a location or the number of a specific type of service.			
145	Does your solution have the capability to track utilization of assets by product, date range, vendor, agency, or other parameters, providing agency and statewide views?			
146	Does your solution have the capability to provide a consolidated report of all services at a selected location? This report will provide the baseline for a physical inventory.			
147	Does your solution have the capability to do a bulk update of NPA NNX changes? This function will support an Area Code split.			
148	Does your solution have the capability for users to view current inventory (including costs) and pending orders changes to inventory? If yes, please explain.			
149	Does your solution have the capability to track termination or billing end dates? For example, for leased equipment.			
150	Does your solution have the capability to identify the ownership status of equipment? For example: owned vs. leased.			

4. Vendor Invoice Management

Vendor Invoice Management is where VITA audits invoices and approves payments for telecommunication invoices. One-time costs are also validated for billing to VITA's customers (Customer Re-billing). Additionally, vendor disputes are managed.

VITA does not treat a vendor bill as a pass-through account, but instead creates its own customer bill. VITA withholds payment of invalid vendor charges, and does not bill its customers for invalid charges.

VITA wishes to retain much of the existing processes while adding:

- Increase the number of vendor invoices received in an electronic format.
- Better exception reporting. Analysts should only have to review those items that the system cannot validate vs. manually comparing charges to the inventory and rate catalog.
- Validate all vendor charges to ensure accuracy. (Example: FUSF, usage, contract discounts)
- Pre-population of more data from the vendor invoices to reduce data entry time.
- Improve vendor dispute tracking and reporting.

No.	Vendor Invoice Management Requirements	A	B	C
Invoice Receipt & Processing				
151	Does your solution have the capability to capture the invoice date, invoice receipt date, invoice reconcile date, payment due date, and service period dates?			
152	Does your solution have the capability to capture the receipt date of an electronic invoice and create a printable document that shows total amount billed, number of records in the file, and receipt date? If yes, please explain.			
153	Does your solution have the capability to allow work to be prioritized by receipt date of vendor invoice? If yes, please explain.			
154	Does your solution have the capability to allow work to be prioritized by the payment due date on the vendor invoice? If yes, please explain.			
155	Does your solution have the capability to electronically capture data from paper invoices at the lowest level of detail? If yes, please explain.			
156	Does your solution have the capability to pre-populate charges by defined categories (cost accounting codes) from the vendor's electronic invoice? If yes, please explain in detail, including the methodology and process used.			
157	Does your solution have a field for contract number that can be associated with a vendor account number?			
158	Does your solution have the capability to force receive date to be equal to or later than the vendor invoice date? For example: If the invoice date is 5/1, then the receipt date cannot be 4/30.			
159	Does your solution have the capability to force service period end to be later than service period start?			

No.	Vendor Invoice Management Requirements	A	B	C
160	Does your solution have the capability to auto populate from the catalog or other repositories to manage vendor contact/account manager information at the account level (i.e. email addresses, telephone number, etc)?			
161	Does your solution have the capability to edit/update vendor contact/account manager information (i.e. email addresses, telephone number, etc) at the account level?			
162	Does your solution have the capability to verify that all vendor files for a service have been received prior to producing customer bills?			
163	Does your solution have the capability to put all vendor records into a standard format for efficient processing and reporting?			
164	Does your solution have the capability to (once the carrier file has been loaded into the solution) back out and reload carrier data files per user defined specifications?			
165	Does your solution have the capability to validate a carrier file prior to loading? For example: Duplicate file, exact number of records, etc.			
Reconciliation				
166	Does your solution have the capability to validate recurring vendor charges against the VITA contract or applicable vendor tariff? If yes, please explain.			
167	Does your solution have the capability to validate vendor Other Charges & Credits (OC&C) (partial month and one time charges) by comparing the invoice to the original order? If yes, please explain.			
168	Does your solution have the capability to validate usage charges (i.e. Long Distance, Community Choice, Extended Area Calling, Wireless) against VITA contracts? If yes, please explain in detail for each charge.			
169	Does your solution have the capability to validate wireless voice and data usage, given that wireless vendors may have different methodologies of billing pooling (shared plans), against VITA contracts for billing accuracy? If yes, please explain. For example: Some vendors provide credit at the end of the bill for usage while others recalculate at each phone number prior to billing.			
170	Does your solution have the capability to verify the payment amount before approval?			
171	Does your solution have the capability to validate vendor charges that do not have codes (i.e. USOC) and instead use key words and assign VITA codes based on defined business rules? If yes, please explain.			
172	Does your solution have the capability to			

No.	Vendor Invoice Management Requirements	A	B	C
	calculate due date by VITA's defined business rules? If yes, please explain. For example: Net 7 or Net 30			
173	Does your solution have the capability to calculate contract-specific discounts for eligible USOC/POF-POEs and reduce the payment of the invoice accordingly?			
174	Does your solution have the capability to validate the vendor's calculation of the discounts given? If yes, please explain.			
175	Does your solution have the capability to allow VITA analysts to send and save comments directed to the vendor regarding their invoice?			
176	Does your solution have the capability to ensure that the original charge and disputed charge are coded to the same accounting code?			
177	Does your solution have the capability to adjust invoice charges to the correct amount based upon VITA's contract or tariff rates and dispute the difference when validating charges? For example: Charged a \$1, but it should have been \$0.75. So \$0.25 gets disputed.			
178	Does your solution have the capability to allow a user to over-ride a payment due date? If yes, please explain.			
179	Does your solution ensure that the remit address on the invoice matches the remit address in VITA's financial system? If yes, explain how the solution will flag the error.			
180	Does your solution have the capability to automatically generate withholdings with appropriate cost allocation coding based on defined business rules?			
181	Does your solution have the capability to provide fields to capture an invoice number and account number?			
182	Does your solution have the capability to identify and reject a duplicate invoice? If yes, please explain.			
183	Does your solution have the capability to inquire on all invoice fields?			
184	Does your solution have the capability to identify duplicate billing of a line across all invoices?			
185	Does your solution have the capability to allow for an account that has been approved for payment today to be changed to unapproved and edited?			
186	Does your solution have the capability to validate meet point billing? If yes, please explain.			
187	Does your solution have the capability to associate an old vendor account number to a			

No.	Vendor Invoice Management Requirements	A	B	C
	newly assigned vendor account number? For Example: If a vendor changes their system and the vendor account number changes. Please explain.			
188	Does your solution have the capability to associate an old vendor name to a newly assigned vendor name? For example: If vendor A buys vendor B, W9 remains the same and the name changes from vendor A to vendor B. Please explain.			
189	Does your solution have the capability to allow accounts to be marked as active/disconnected/closed?			
190	Does your solution have the capability to allow analysts to add comments for an invoice or account that stay internal to VITA analysts?			
191	Does your solution have the capability to notify analysts/managers when an invoice is in jeopardy of late payment?			
192	Does your solution have the capability to validate Federal Universal Service Fund (FUSF) charges by the vendor? If yes, please explain.			
193	Does your solution have the capability to pass through partial period and one time charges (once validated) to a VITA (Re-billed) invoice?			
194	Does your solution confirm vendor invoice current charges minus approved payment amount minus disputed charges equals zero? For example: Telco current charges = \$100 Approved payment = \$80 Disputed amount = \$20 \$100-\$80-\$20=\$0			
195	Does your solution calculate VITA approved payment properly when a credit adjustment appears on a vendor invoice and the adjustment is for items that were disputed/ withheld by VITA on a prior months invoice? It should add the amount back to the approved payment amount so the credit is not taken twice, and show the dispute as cleared on xx/xx/xx invoice date.			
196	Does your solution have the capability to validate cell phone equipment charges to contract rates?			
197	Does the solution have the capability to maintain a cost allocation coding profile (from previous month) for each vendor account? If yes, please explain.			
198	Does your solution have the capability to automatically move an invoice that doesn't have any exceptions to the final payment approval status?			
199	Does your solution have the capability to			

No.	Vendor Invoice Management Requirements	A	B	C
	create or define business rules for classes of charges (i.e. reject sales tax, late payment charges)? For example: Late payment charges could be valid on tariff invoices but are never paid on contractual.			
200	Does your solution have the capability to set expected receipt date of invoices (i.e. monthly, quarterly, annually, etc.)?			
201	Does your solution have the capability to allow invoices to be paid out of sequential invoice date order? If yes, how does it affect the calculation of the vendor's total charges due?			
202	Does your solution have the capability to keep invoice information readily accessible and available for online viewing at VITA's specified time? If no, what are your parameters?			
203	Does your solution have the capability to flag an account with no current charges and a credit balance to indicate a refund is due? If yes, is this done with reporting or business rule?			
204	Does your solution have the capability to allow analysts to choose alternate vendor remit addresses as predefined in VITA's PeopleSoft financial system? If yes, how would your system interface?			
205	Does your solution have the capability to allow analysts to trigger the system to copy the previous month's comments which can then be edited?			
206	Does your solution have the capability to notify analysts of monthly invoices not yet received, preferably within some specified period before the due date?			
207	Does your solution have the capability to capture, store and retrieve a historical "snapshot" of the vendor invoice and payment with VITA's response for any given invoice at any given time?			
208	Does your solution have the capability to prevent changes to reconciled invoices?			
209	Does your solution have the capability to prevent changes to a closed account?			
210	Does your solution have the capability to automatically load/suggest line item based on line items used the previous month?			
211	Does your solution have the capability to flag an active account that has a negative current charge?			
212	Does your solution have the capability to set and track lifecycle milestones of invoices (from receipt to payment)?			
213	Does your solution tie payments posted on vendor invoices to the invoice month the payment is actually for? For example: A May			

No.	Vendor Invoice Management Requirements	A	B	C
	2013 vendor invoice shows a payment received on 5/12 in the amount of \$100. This payment is VITA's payment for the April 2013 invoice.			
214	Does your solution have the capability to show how many days it took to approve an invoice for payment?			
215	Does your solution report on successful upload of data from the solution to PeopleSoft? For example: Need a way to ensure all invoices approved for payment make it successfully into PeopleSoft. In today's environment approved payment can fail and it's not known until a report from each system is reviewed/ matched.			
216	Does your solution have the capability to capture the data necessary to "alert" and report to the manager when VITA's goal or timing policy for average days to approve payment of an invoice is not met?			
217	Does your solution have the capability to mark vendor charges as non-billable?			
Vendor Dispute Tracking & Resolution				
218	Does your solution have the capability to track vendor disputes and their resolutions? If yes, please explain the process.			
219	Does your solution have the capability to allow a disputed amount to be short paid? If yes, please explain the process.			
220	Does your solution have the capability to provide a history of the dispute? If yes, how long is the history kept?			
221	Does your solution have the capability to allow a partial resolution of a previously withheld dispute by adding the amount to another invoice payment?			
222	Does your solution have the capability to maintain a running total of pending (outstanding) credits from withholdings or disputes?			
223	Does your solution have the capability to flag disputes by account to show their age (i.e. 30 days outstanding, 60 days outstanding, 90 days outstanding, 120 days outstanding, etc.)?			
224	Does your solution have the capability to dispute charges at various levels (i.e. per account, per line item, per telephone number or circuit ID)?			
225	Does your solution have the capability to track and report disputes at different levels, including: by vendor, by type of service, by error, by the date the vendor is notified of the dispute? Please explain each and include any other tracking levels available.			
226	Does your solution have the capability to track the resolution of a previously withheld or			

No.	Vendor Invoice Management Requirements	A	B	C
	disputed amount?			
227	Does your solution have the capability to resolve disputes withheld by adding the entire amount to another invoice payment?			
228	Does your solution have the capability for sending disputes in different formats (i.e. email, xls, doc, txt, csv, pdf, xml, etc), varied by vendor?			
229	Does your solution have the capability to notify analysts if a charge was disputed on the previous invoice that they are not disputing on the current invoice?			
230	Does your solution have the capability to add attachments (i.e. email, xls, doc, txt, csv, pdf, XML, etc), to the dispute notifications to vendors and save those attachments to the account? For example: Additional documentation to help validate dispute)			
231	Does your solution tie disputes withheld to the vendor invoice date in which the money was short paid?			
232	Does your solution allow for a unique code (number) to be assigned to each dispute? For example: the vendor likes for VITA to assign a unique number (1,2,3,4, etc.) to each item disputed. When the vendor gives credit on an invoice for the dispute the system can automatically match to the outstanding dispute and resolve it. It also ensures VITA isn't clearing a dispute for the wrong item.			
233	Does the solution have the capability to automatically notify the vendor of the dispute? If yes, please explain the process.			
234	Does your solution have the ability to notify a user when the vendor has not responded to a dispute within "x" number of days?			
235	Does your solution have the capability to capture the data necessary to "alert" and report to the manager when VITA's goal or timing policy for average time for vendor to resolve disputes is not met?			

5. Customer Re-billing

The Customer Re-billing category covers the creation of consolidated multi-vendor telecommunications invoices delivered to customers. It includes notifying the customer that the invoice is available for viewing and downloading in addition to providing functionality to address invoice questions or disputed charges.

The customer invoicing process is one of the most critical undertaken each month and the supplier is expected to replicate as much of the existing legacy system functionality as possible. VITA seeks to augment this functionality in the proposed solution in the following ways:

- A more streamlined process for invoice generation (automated verification and validation),
- Enhanced on-line bill view/presentation with full drill-down capability,

- Improved process for bill delivery to customer (or active alert/messaging),
- Support for customer bill data download,
- Integrated customer dispute resolution,
- The ability for the customer to customize the appearance/organization of the bill.

No.	Customer Re-billing Requirements	A	B	C
236	Does your solution have the capability to produce a consolidated multi-vendor bill (from carrier files, inventory data, and paper invoices) to customers?			
237	Does your solution have the capability to generate a customer bill from the following sources: a) VITA's telecommunications inventory; b) standard rated charges from vendor call detail usage records; c) standard rated one-time charges and service requests; d) manually entered one-time charges from vendor invoices (for example, time and materials and other miscellaneous charges); e) VITA rated charges from vendor call detail records, for example directory assistance and message units, teleconferencing; f) vendor-rated charges from vendor usage records, for example, long distance, 800 or inbound, international; g) occasional batch file charges or credits created externally and formatted for input into the bill (i.e. rebates); h) Customer billing adjustments?			
238	Does your solution have the capability to capture and consolidate billing data from all vendors by each category (e.g. long distance, recurring, OC&C, and wireless) for a particular facility? If yes, please describe.			
239	Does your solution have the capability to offer billing detail drill down to the lowest level of detail of each charge, including usage and line and feature detail, for both wire lines and wireless? If yes, please explain.			
240	Does your solution have the capability to segregate and report billing data at different customer organizational levels? If yes, please describe.			
241	Does your solution have the capability to allow the customer to select the level of detail they receive on their invoice? If yes, please explain each level available.			
242	Does your solution have the capability to ensure that the billing details and grand total are equal?			
243	Does your solution have the capability to calculate and bill partial month (pro-rated) charges from VITA's order to the vendor?			

No.	Customer Re-billing Requirements	A	B	C
244	Does your solution have the capability to create, calculate and display adjustments on the invoice?			
245	Does your solution have the capability to split an OC&C charge from the vendor? For Example: If a vendor bills 3.5 months of service, and VITA has already billed the customer for 2 whole months, VITA needs the ability to bill the customer for 1.5 months.			
246	Does your solution have the capability to allow a minimum of 100 characters for a description of a manual charge?			
247	Does your solution have the capability to set bill generation date based on types of VITA billing? If yes, please explain.			
248	Does your solution have the capability to bill installment charges? For example: A customer wishes to buy equipment or service and pay for it over a number of months.			
249	Does your solution have the capability to add attachments/special notices to selected customers or all customers' invoices? If yes, what is the size limitation?			
250	Does your solution have the capability to create a unique identifier for each customer bill? If yes, what is the maximum field length?			
251	Does your solution have the capability for a customer to dispute a charge that appears on the VITA bill to the customer? If yes, please explain the process for each of the following: a) How VITA would be notified of the dispute. b) How the solution would allow the customer to categorize the reason for the dispute c) How the customer dispute history would be tracked, and d) How a disputed item would be removed from billing once resolved			
252	Does your solution have the capability to transfer data to IBM's Tivoli Smart Cloud Cost Management (SCCM) tool for customer bill presentation purposes? Note: VITA is exploring the use of IBM's SCCM tool for generating and presenting its customer bills for mainframe computer service charges, and may wish to use the same tool to present a unified customer bill or bill summary of VITA charges.			
253	Does your solution include conducting a feasibility study for using the solution to bill VITA's other types of IT services (for example: the mainframe, server, network and desktop computing services)? If yes, describe the proposed scope and approach.			
254	Does your solution have the capability of			

No.	Customer Re-billing Requirements	A	B	C
	validating and re-pricing for individual wireless pools for both voice and data by vendors (i.e. by account, department, etc) for cellular usage data?			
255	Does your solution have the capability for VITA to review, correct or remove a monthly bill, for one or all customers, before or after it is made available to customers?			
256	Does your solution have the capability to provide online customer bill presentation? If yes, please explain in detail.			
257	Does your solution have the capability to suppress a customer bill that is less than a specified amount? For example: If it is less than \$5, no bill is produced.			
258	Does your solution have the capability to hold and accumulate a customer bill for future billing?			
259	Does your solution provide the capability for customers to obtain and print the complete customer bill (including long distance and wireless detail) in usable format for data analysis? If yes, what formats are available (i.e. csv, pdf, txt)?			
260	Does your solution have the capability to issue a revised customer bill? If yes, please explain the process.			
261	Does your solution have the capability to produce an on-demand customer bill (not in the normal billing cycle)? If yes, please explain.			
262	Does your solution provide the capability to store and retrieve a minimum of three years of customer bills?			
263	Does your solution have the capability to customize a customer bill format per VITA specifications?			
264	Does your solution have the capability to maintain an override charge amount and allow for the selection of the override amount to, add to, or replace the normal monthly recurring charge?			
265	Does your solution have the capability to allow traffic billed incorrectly by the carrier (example wrong rate or wireless line not given enough plan minutes) to be recalculated at VITA's contracted rates for customer rebilling? If yes, please explain how your solution does this.			
266	Does your solution have the capability to display prior payment information on customer invoices (i.e. past due running totals)?			
267	Does your solution have the capability to generate a billing record/adjustment, based upon business rules, and apply a catalog rate to bill to customers? For example: Service Order processing charges			

6. VITA Cost Allocation

The overarching principle is the appropriate categorization of charges via “billing elements” to make certain that revenue recoveries are matched against relevant expenses. Billing elements are directly tied to service offerings (i.e. local services = 32xxx billing element).

VITA expects the new solution to retain much of the existing functionality. The new solution should seek to add support for:

- Automation of allocation rules or scheme management
- Enhanced allocations using the lowest possible level of detail.

No.	VITA Cost Allocation Requirements	A	B	C
268	Does your solution have the capability to allow cost allocation coding at the lowest level of billing detail?			
269	Does your solution have the capability to allocate costs and allow accounting at various billing levels, including: a) Object and sub object of expenditure b) Billing element (resource unit) c) Department/cost center d) Fund e) Program f) Project or activity g) Class h) Product/service i) Transaction code j) Customer			

7. Customer Self-Service

Customer Self-Service is the set of capabilities providing direct access to TEBS system functionality and capabilities for customers. These capabilities facilitate the submission of order/service requests and status tracking, confirmation or modification of service inventories, access to billing, cost allocation data and reporting functions, etc.

No.	Customer Self-Service Requirements	A	B	C
270	Does your solution have the capability to provide customer usage management reporting as follows: a) Calls over "x" minutes b) Calls outside business hours c) Interstate calls d) International calls e) Calls to a specific number f) Date range			
271	Does your solution have the capability to identify variances in the side-by-side comparison of the customer bill to the original order?			
272	Does your solution have the capability to display the cost based upon the selection of device and its features?			
273	Does your solution have the capability to alert			

No.	Customer Self-Service Requirements	A	B	C
	customer's accounts payable personnel to initiate payment of bill once it is approved by cost center manager?			
274	Does your solution have the capability to provide VITA's customers with Live Chat assistance? If yes, please explain.			
275	Does your solution have the capability for agency application administrators to configure order request input forms or layouts specific to their agencies?			
276	Does your solution have the capability to support the customers' own cost allocations at various billing levels, including: a) Object and sub object of expenditure b) Billing element (resource unit) c) Department/cost center d) Fund e) Program f) Project or activity g) Class h) Product/service i) Transaction code See Appendix E, 6) for a definition of these terms.			
277	Does your solution have the capability to allow customers to customize their own internal workflow process as needed? If yes, please describe in detail.			

8. Cost Optimization Tools

Cost Optimization Tools are used for the analysis of telecommunications wireless services. The capability includes the gathering/retrieval of relevant service information from interfaces with other applications, providing the recommendation for optimal service solution at the lowest possible cost while maintaining required service functionality and performance, and customer training and support functions.

No.	Cost Optimization Tools Requirements	A	B	C
278	Does your solution have the capability to provide the individual data requirements for each phone by carrier as below? a) Phone number b) Agency c) Agency sub code d) Call zone e) Date phone number went into services f) Peak calling minutes g) Off peak calling minutes h) Peak roaming minutes i) M2M (in network) minutes used j) Customer service and other similar non-billing minutes k) Planned cost l) Overage minutes and cost m) Special features cost along with the name of each feature			

No.	Cost Optimization Tools Requirements	A	B	C
	<ul style="list-style-type: none"> n) Call count o) Roaming count p) Roaming cost q) International minutes and cost r) Data count s) Data usage in KB t) Messaging usage u) Data overage cost v) Long distance minutes and cost w) TXT/PIC/FLX message allowance x) TXT/PIC/FLX message usage y) TXT/PIC/FLX overage cost z) Total cost aa) User name bb) Phone company name cc) Phone plan dd) Blackberry/smart phone cost ee) Date of phone plan activation ff) Make/model of equipment associated with the number gg) Date of equipment purchase hh) MEID,IMEI or ESN of associated equipment 			
279	Does your solution have the capability to recommend the two most cost effective plans based upon the actual minutes used on a rolling 12 month average for each phone number?			
280	Does your solution have the capability, for each phone number, to identify the carrier and then calculate the possible costs for each available phone plan (on all available carriers)?			
281	<p>Does your solution have the capability to offer a cell phone optimization tool that can be used to identify optimal rate plans for:</p> <ul style="list-style-type: none"> a) stand alone user b) specified sub group of users c) organization as a whole <p>Describe if there are any limitations. Limitations might include number of changes that can be analyzed.</p>			
282	Does the optimization tool have the capability to make recommendations based on custom rate plans using VITA-specific adjusted rates?			
283	Does your solution have the capability to update custom rate tables, either automatically or manually?			
284	Does your solution have the capability to initiate an order request from the results of an optimization analysis?			
285	Does your solution have the capability to enforce customer specific business rules? For example: if a customer wishes to limit the choice of carriers, plans and equipment.			

9. Reporting

VITA's vision for reporting includes substantial new capabilities and greater ease-of-use in a number of areas:

- An initial library of standard off-the-shelf reports
- Report features and functionality (filtering, sorting, drill-down, graphics, custom views, etc.) that make it easy to select, view and interpret report data.
- The ability for customers and other users to create standard and *ad hoc* reports
- An easy-to-use tool-set for report development that requires relatively little user training
- Available support (reporting "Help", wizards, tutorials, etc.)
- The ability for users to run on-demand reports and queries on their own
- Report and query libraries (both those specific to a customer and ones for general use)
- Business intelligence capabilities: Data mining and analytic tools (for trend analysis, forecasting, etc.)
- The ability to easily extract data for analysis, to merge telecommunications data with other data-sets, to create reports in different formats (MS-Word, MS-Excel, etc.), and to print or e-mail reports

Specific reporting requirements for a given category (such as reports related to Ordering and Fulfillment) have been included in the requirements for that category. This will be particularly true of workflow status and exception reporting, system diagnostics, alerts, and messaging.

This, more general, Reporting category addresses the general reporting functionality that is desired, and select desired management-level and executive reports in the areas of asset management, financial management, usage management, and performance management.

No.	Reporting Requirements	A	B	C
Report Design				
286	Does your solution include any pre-built (delivered "out of the box") reports? If yes, please list and describe those reports.			
287	Does your solution have the capability to allow users to create and save new standard or ad hoc reports and to modify existing standard or ad hoc reports?			
288	Does your solution include a report writer tool and/or any other tools (i.e. templates, wizards, macroinstructions, etc) to assist users in gathering report information and creating and saving each of the following: a) Report templates b) Reports c) Queries If yes, please describe in detail.			
289	Does your solution have the capability to allow users to select from multiple predefined report styles and formats? If yes, please describe.			
290	Does your solution have the capability to allow users to perform filtering, sorting, grouping, pivot tabling, and subtotaling in their reports?			
291	Does your solution have the capability to allow users to conduct multi-level sorting of data in queries or in reports? For example: by customer, by customer sub-organization, by			

No.	Reporting Requirements	A	B	C
	address, by service order type, by device, by date, etc. If yes, describe the number of levels possible.			
292	Does your solution provide the capability to create reports using graphs and charts? If yes, please list the types of graphs and charts that are available, and the available formatting options (i.e. scale settings, colors, borders, data labeling, etc.).			
293	Does your solution have the capability to perform "what if" analyses (i.e. rate change impact analysis, potential savings from increased wireless plan optimization or wider use of pooling, etc.)?			
294	Does your solution have the capability to produce reports which include support for statistical analysis and/or data mining (i.e. analysis of variances from a previous period, percentage shares of a larger total, trend lines, forecasting tools, standard deviation calculations, etc.)?			
Report Production				
295	Does your solution have the capability to allow users to schedule when reports are run?			
296	Does your solution have the capability to associate with a given report or query any documentation or informational material on the report's or query's purpose, and/or instructions how to run/use it? If yes, please describe where and in what format the documentation would reside and how the association would be made.			
297	Does your solution have the capability to perform reporting and queries on/across <u>all data fields in the solution</u> ? For example: on user-defined fields, and across both wireline and wireless data, etc.). If no, describe any limits or restrictions.			
298	Does your solution have the capability for users to select data from <u>both production and archived data</u> ? For example: in constructing a longitudinal report on inventory growth rates over multiple years)? If yes, please describe how the archived data is accessed to execute this query or report.			
299	Does your solution have the capability to allow <u>non-system data</u> to be copied or imported into the solution for merged or concatenated reporting? For example: using staffing count data from an HR system along with data in the solution to derive information such as "number of wireless devices/employee", etc.).			
300	Does your solution have the capability to include the basis upon which the query was constructed (e.g. the query statement) along			

No.	Reporting Requirements	A	B	C
	with the query results?			
301	Does your solution have the capability to allow a user to perform searches across all data (catalog/tables/inventory, etc)? If yes, describe the possible search parameters (text, date, etc.), filtering, and the available operators (Boolean, etc.)			
302	Does your solution provide support for single-character and partial-field wild cards in searches and queries? If yes, please describe.			
303	Does your solution have the capability to maintain a log of reports that have been run, by name, date and time, and user?			
Report and Data Distribution				
304	Does your solution have the capability to notify a user when a report or query has been run and the results are available? If yes, describe all of the means by which the notice can be given (i.e. e-mail, system alert upon log-in, etc.).			
305	Does your solution have the capability to deliver reports and query results to users? If yes, describe all of the means by which delivery can be made, including support on dashboards and mobile devices (i.e. e-mail, access upon solution log-in, etc.).			
306	Does your solution have the capability to distribute reports to different sets of users based on pre-defined criteria (i.e. by role, by VITA work unit, by customer organization, etc.)? If yes, please describe the process for configuring this distribution capability.			
307	Does your solution have the capability to allow users to add comments to reports?			
308	Does your solution have the capability to allow users to save and download reports and query results to a non-solution <u>location</u> (such as desktop personal computer hard-drive or a shared network drive)?			
309	Does your solution have the capability to save and upload or export report and query results to other software <u>formats</u> ? If yes, describe all of the formats that are supported (i.e. MS-Excel, MS-Access, Adobe .pdf, comma-delimited, etc.).			
310	Does your solution have the capability to print all reports directly from within the solution?			
Report Management				
311	Does your solution have the capability to share reports, report templates, and queries in a common library or libraries accessible to all users?			
312	Does your solution have the capability to create private libraries (for a customer organization, VITA work unit, or an individual			

No.	Reporting Requirements	A	B	C
	user) for their own reports and queries?			
313	Does your solution have the capability to display for users any meta-data about reports (examples of meta-data would include such things as the name of the report's or query's author, the current report version, the source(s) of the data, the date/time the report was last run, etc.)?			
314	Does your solution have the capability to track report versioning (that is, a capability to differentiate between a report and later modifications to that report)? If yes, please describe.			
Select Management-Level and Executive Reports				
315	<p>Does your solution have the capability to produce all of the following <u>asset management</u> reports:</p> <ul style="list-style-type: none"> a) Number of facilities (cell phones, circuits, etc.), by customer segment (i.e., all customers, state agency customers, or a single customer organization) b) Rates of technology adoption for a given service/product (from old to new) c) New Services Installed by Month d) Lines/Assets and Activity by Location e) Locations and Lines by Carrier f) Traffic/usage for a given location <p>If no, please indicate which reports are not available.</p>			
316	<p>Does your solution have the capability to produce all of the following <u>financial management</u> reports:</p> <ul style="list-style-type: none"> a) Cross-vendor cost comparisons (vendor x pricing vs. vendor y pricing) b) Contractual Expenditures vs. Tariff Expenditures c) Consolidated Revenue and Expense Detail Reports d) Resolved vendor disputes "savings" e) Revenue Trend Analysis, by Customer by Service f) Expenditure Trend Analysis, by Carrier By Service g) Vendor Expense Reports h) Revenue and Expenditure Forecast Reports i) Top "X" Highest Spending Customers j) Bottom "X" Lowest Spending Customers k) VITA Billing by Customer, by Service, by Month l) VITA Payments to Carrier, by Month <p>If no, please indicate which reports are not available</p>			

10. Workflow Management

The Workflow Management category addresses requirements that cover the functional business processes. The Workflow Management category addresses the ability to establish and modify workflow rules by designated users, route and assign activity, set durations, set notifications and alerts, and provide for reporting.

VITA wishes to retain much of the existing functionality with regard to Workflow Management, while adding functionality in such areas as:

- Controls for managers (automated business rules and manual overrides)
- Status and trouble reports/alerts/messages
- Workflow visibility/display (graphical)
- Diagnostic reporting tools

No.	Workflow Management Requirements	A	B	C
317	Does your solution have the capability to define a workflow process from start to completion?			
318	Does your solution have the capability to configure workflow rules based upon functional business processes? If yes, please describe how this is set up and provide examples.			
319	Does your solution have the capability to allow VITA to customize the workflow process as needed? If yes, please describe how this is set up and provide examples.			
320	Does your solution have the capability to re-route an activity in the workflow at any stage? For example: to reassign from one reviewer to another.			
321	Does your solution have the capability to allow a user to add an approver in the workflow of a particular business process? For example: Adding a temporary approver when the primary approver is on vacation.			
322	Does your solution have the capability to allow a user to set notifications and alerts throughout the workflow for both work and informational purposes? For example: alert an approver via workflow that requests are pending for their review and approval or that an item is overdue. If yes, please describe in detail.			
323	Does your solution have the capability to support queue management, including the following types of workflow routing? a) sequential b) concurrent c) time-based d) individual e) role-based f) group (multiple recipients) g) reverse If no, please indicate which types of routing are supported.			
324	Does your solution have the capability to display a workflow? If yes, please explain how			

No.	Workflow Management Requirements	A	B	C
	(i.e. graphically, interactive, etc).			
325	Does your solution have the capability to allow a user to associate a document (as an attachment or a link) with an order or other item at any step in the workflow so it will be available to subsequent users? If yes, please describe.			
326	Does your solution have the capability for a user to enter comments regarding an order or other item at any step in the workflow so it will be available to subsequent users? If yes, please describe.			
327	Does your solution have the capability for users to run a query on the status of any work in the workflow? For example: supervisors to identify any overdue items assigned to subordinate users?			

11. Internal Controls & Audit

There are two aspects of auditing that are of interest in this section. One is to be able to determine who made changes to data, what those changes are, and when they were made. The other is to be able to track actions in the system.

No.	Internal Controls & Audit Requirements	A	B	C
328	Does your solution have the capability to maintain an audit trail of all changes entered in all functional modules (i.e. ordering, inventory management, rebilling, etc.) by users, recording the date/time of the change, user, the data values before and after the change, and the reason for the change? If yes, please describe in detail the capability that is provided.			
329	Does your solution include the ability to browse and search all audit logs and receive audit issue alerts on up-to-date system activity? If yes, describe the tools and privileges required to view the audit trail.			
330	Does your solution provide the capability to maintain information concerning the installation of the facility and the five most recent changes? If no, how many occurrences of the changes would be available?			
331	Does your solution have the capability to follow the lowest level of charge detail from receipt of the vendor invoice to the issuance of the customer bill?			
332	Does your solution have the capability to maintain a record of the disconnected facilities to include audit trails?			
333	Does your solution have the capability to provide auditing and reporting of system administration functions? If yes, please describe.			
334	Does your solution have the capability to			

No.	Internal Controls & Audit Requirements	A	B	C
	customize assignment of permissions / roles to inspect audit trails and event logs? If yes, please explain.			
335	Does your solution have the capability to search and report on application-level security and user access settings? If yes, please describe.			
336	Does your solution include the audit trail when the data backed up is performed? If yes, please describe the capabilities.			
337	Does your solution prevent the use of auditing and logging from adversely impacting system performance? If yes, please describe.			

B. Technical Requirements

12. Infrastructure & Architecture

VITA expects the proposed solution will necessitate significant changes in infrastructure & architecture from VITA’s current legacy environment. VITA anticipates the supplier using state of the art technology and services in providing its proposed solution. VITA will be responsible for procuring the hardware and setting up the infrastructure for the solution. This includes setting up the firewalls, network access and configuring the operating system on the servers.

VITA desires to minimize, to the greatest extent possible, software modifications to any COTS or supplier-standard components included as part of the Solution and expects to leverage these software components in order to meet the business requirements. In those cases where the Solution capabilities are not inherent or available through configuration or business process re-engineering, modification of the solution or custom development of selected functionality will be evaluated and formally approved through the project scope management processes.

In addition to responding to the requirements listed below, VITA requests that suppliers also fill in information in several tables below. Specific instructions for this are provided with each table.

Appendix E, 5.4 describes roles and responsibility matrix for the VITA-hosted licensed software implementation project.

Northrop Grumman provides the entire IT infrastructure (system hardware and software, etc.) to support TIBS and VIPR and will continue to provide this for the new solution. As part of supplier’s response, consideration should be given to ensuring compliance with the Commonwealth’s architecture and security requirements, compatibility with the existing infrastructure and, during implementation, coordination with VITA and, operationally, with VITA’s IT partner NG regarding the provisioning processes for any servers or other equipment, software installation, storage and other infrastructure service configuration. Historically, some implementation projects have experienced significant delays (of six or more months) in getting this established. VITA is seeking a supplier who can provide coordination and significant flexibility with regard to timelines and requirements associated with these ordering and installation processes.

System Architecture

At a minimum, one production and five non-production environments should be established for the Project as defined in table below. Any other application environments required by the Supplier to support the Supplier’s system development methodology for the Solution should also be included to ensure the successful execution of the Project. It is VITA’s intent to have the supplier host a Sandbox environment that closely mirrors VITA’s planned future state environment. VITA expects the supplier to prepare the scripts and perform test moves and the final move to production on site at

VITA’s project location and document the details to configure (ports, software version, etc.) the installed solution.

Complete the table below to provide the environment’s hardware and software specifications for the recommended preliminary Application Architecture, employing the architectural components specified in the Infrastructure Design and Enterprise Architecture Overview provided as (see Appendix E, 4.2). Expand the table as needed.

	Environment Recommendations					
Environment	Purpose/Description	Server (e.g. Database, Web, Application)	Server Hardware Specifications	Operating System	Application Software Module/Component	Other Required Server Software
Sandbox (supplier hosted)	Fit/Gap, general design and preliminary configuration “try-out” before applying change to development environment					
Development	All database and application development, configuration, and unit testing					
System Test	Systems and integration testing					
User Acceptance Test	User acceptance testing and Production Staging					
Production	Load and Stress Testing prior to Go-Live, Production after Go-Live					
Training	Training					
Insert below any additional comment, notes, or assumptions made regarding the proposal environments.						

Complete the table below to provide the specific desktop or laptop PC workstation configurations required by the Solution as part of the proposed preliminary Application Architecture. Expand the table as needed.

Workstation Recommendations					
Workstation Role (administrator, VITA user, customer user, etc.)	Environment (s)	Hardware Specifications	Operating System	Application Module / Component	Other Required Workstation Software
Insert below any additional comment, notes, or assumptions made regarding the proposed workstations.					

VITA's Telecommunication Inventory Billing System (TIBS) runs on an IBM mainframe and the availability of the mainframe, is ordinarily 100%, less scheduled maintenance windows. TIBS averages less than 20,000 transactions per day. There are currently 60 users of the TIBS system. Most activity occurs during normal business hours. Additionally, 99.7% of transactions in TIBS complete in less than 1 second. The average number of concurrent transactions is less than one. VITA's Vendor Invoice and Payment Reconciliation (VIPR) system is a visual basic 6 client based application that runs on a Windows 7,64 bit, client and has fewer than 20 users. It also connects to a Solaris (Sun) OS server that hosts an Oracle 10g database. There is also a Bill Browser site with approximately 600 users. The bill browser is an ASP .Net application, on a Windows 2008 R2 server that connects to a Solaris (Sun) OS server, and also hosts an Oracle 10g database.

It is VITA's vision that with the new Customer Self-Service functionality, the user base will grow to over 2,000. Although, it is expected that transactions will increase as user's access their bills in the new solution, transactions will not increase by the same factor. It is VITA's expectation that the new solution will be configured and optimized to meet VITA's current and future user base.
Manageability

This section addresses the manageability, maintainability, scalability, and upgradeability of the Solution to help assess the long-term costs of ownership.

The Solution should be compatible with new releases of associated software within one year of "Go Live". This includes the database management software, operating system software, third party packages used, etc. For all software, including each operating system, database, or application software package to be installed, provide the software name, the version that will be installed during the initial implementation, and the dates and version numbers of any planned releases during the next year. If the new version will be compatible with the overall Solution, answer Yes in the "Compatible" column, otherwise answer No. If there will be more than one release of a software package in the year following "Go Live", enter the information on a separate line.

System and Application Software Version Recommendations					
Solution Functional Component or Module Name (If the software applies to or supports entire solution, say "all")	Software Name	Version to be installed	Date(s) of next release(s) after installation	Next version number	Compatible?

Insert below any additional comment, notes, or assumptions made regarding the proposed workstations.					

No.	Infrastructure & Architecture Requirements	A	B	C
Application Architecture				
338	<p>Does your solution provide a detailed description of the following that will be utilized and resulting deliverables that will be produced as part of the solution to ensure the successful execution of the project?</p> <ul style="list-style-type: none"> a) System design approach b) System Administration approach c) System Architecture methodology and your specific approach d) Application Architecture approach e) Application / software configuration methodology f) Application management approach g) Configuration Management approach h) Coding Structure and Data Standards Document i) Implementation methodology j) programming methodology and the programming standards for any custom development <p>If yes, please describe, including your flexibility with using VITA supplied templates.</p>			
339	Does your solution include, during initial planning and design with VITA and VITA's IT Partner, NG, the development of a preliminary application architecture document that will meet the functional and technical requirements for the solution, the architecture standards of COVA, and the specified performance standards for the solution?			
340	Does your solution include hosting a Sandbox environment using your infrastructure that closely mirror's VITA's planned future state environment and that can be accessed by VITA remotely? If yes, please describe including the access methodology/transport; security; authentication/authorization mechanisms, and timeline when this environment will be accessible by VITA after contract award.			
341	Does your solution include contingency			

No.	Infrastructure & Architecture Requirements	A	B	C
	planning in the event there is a delay in establishing the IT infrastructure? If yes, please describe including your proposed approach for working with VITA and VITA's IT partner, NG to develop the plan, the criteria for invoking the plan, and the proposed amount of slack provided for this in the proposed schedule			
342	Does your solution's methodology include using a Requirements Traceability Matrix analysis and the results of the supplier lead business process reengineering to assist in the development of the application architecture? If yes, please describe.			
343	Does your solution include performing all activities necessary for configuring the proposed software? State all assumptions.			
344	Does your solution provide the valid values and validation rules for proposed business elements? If yes, identify.			
345	Does your solution include working with VITA and providing all personnel required to successfully document the final software configuration and application architecture for the project?			
346	Does your solution include all the software, tools, and additional components that you deem necessary to achieve successful software configuration and application architecture requirements described herein? If no, identify any that have not already been described.			
Technical Implementation				
347	Does your solution include a system design document that describes the standards and functional specifications for bolt-on software that will be part of the proposed solution? If yes, please describe including security model, component listing, server hardware, ports and protocols, authentication and authorization mechanics, data retention, capacity recommendations and scale points")			
348	Does your solution include all the software, tools, and additional components that you deem necessary for successful system design and implementation? If no, identify any that have not already been described.			
349	Does your solution include a complete list of any additional hardware, software and tools (including configurations) required either for management of the project and/or implementation of the non-production and production environments, including types, logical and physical, manufacturers, models, location, and capacities of all hardware			

No.	Infrastructure & Architecture Requirements	A	B	C
	components, including servers, routers, disk storage or arrays, peripherals, and system printers?			
350	Does your solution include a complete list of any additional hardware, software and tools (including configurations) required for post-implementation operation of the non-production and production environments, including types, logical and physical, manufacturers, models, location, and capacities of all hardware components, including servers, , load balancers, SAN storage, peripherals, and system printers? If yes, please provide application metrics to support capacity sizing and forecasting, and identify whether scaling is horizontal or vertical or both.			
System Architecture				
351	Does your solution allow implementation using VITA's preferred technology and tool stack and architecture as describe in Appendix E, 4.2? If no, please describe the technology and tool stack that you propose.			
352	Does your solution comply with all strategic component standards under the eight domains as documented in COVA Enterprise Architecture Standard (EA 225) ? If no, describe all points of non-compliance in detail.			
353	Does your solution include the proposed technical architecture of the solution and the approach to integrating the various components and existing systems? If yes, please provide diagrams.			
354	Does your solution provide physical and logical diagrams for the technical architecture? If yes, describe.			
355	Does your solution allow for an architecture where the non-production environments are separate from the production environment? if yes, please describe how this is achieved.			
356	Does your solution provide for isolation of the environments, either physically or virtually? If yes, please describe.			
357	Does your solution include data flow diagrams depicting the logical data flow between modules? If yes, please provide samples.			
358	Does your solution logically and physically segment into an n-tier model separating the presentation, business logic, and database layers? If yes, identify.			
359	Does your solution include all the software, tools, and additional components that you deem necessary for successful system architecture development? If no, identify any that have not already been described.			

No.	Infrastructure & Architecture Requirements	A	B	C
Performance and Capacity				
360	Does your solution include a detailed description of Performance and Capacity planning methodology and your specific approach to Performance and Capacity planning for this project? If yes, identify.			
361	Does your solution provide an overview of how performance of the applications in the solution is optimized and what elements affect the performance of the application? Describe how to configure the application for maximum performance, and what steps must be taken as the application's user base and data grow to continue to achieve high performance.			
362	Does your solution include benchmark data and related assumptions for the expected time that it would take to refresh current screen and navigate between different screens? If yes, please describe, and indicate whether, if these performance levels are not achieved in the VITA environment, your solution includes troubleshooting, fixing, and helping VITA with implementing the fixes?			
363	Does your solution include benchmark data regarding number of concurrent (logged in) and simultaneous (transacting at the same time) users that it can support in typical environment setup while maintaining the performance levels indicated above? If yes, please describe, including all assumptions; and indicate whether, if these performance standards are not achieved in our environment, does your solution include troubleshooting, fixing, and helping VITA with implementing the fixes?			
364	Does your solution describe the impact on application performance for each application when full auditing is active?			
365	Does your solution provide scalability to support the following? a) An increasing user base b) Increased transaction volume c) Exponentially expanding data If yes, please describe how scalability is accomplished. Include any tools that would be provided and/or limitations to scaling.			
366	Does your solution provide an architecture that easily accommodates multiple, extensible servers on web, application, and database tiers? If yes, please describe.			
367	Does your solution support multi-node platform processing so that the platform processing load can be distributed and automatically balanced across multiple physical devices? If yes, please describe required setup and any			

No.	Infrastructure & Architecture Requirements	A	B	C
	limitations. If this varies by software application or database, please describe for each environment.			
368	Does your solution include the tools necessary for monitoring and optimizing performance? If yes, please describe. If no, please describe how the application is monitored and optimized.			
369	Does your solution have an established benchmarks matrix for the time required for users to navigate between screens or refresh the current screen? If yes, please provide those benchmarks. If no, please provide approximate navigation and refresh times.			
370	Does your solution have an established benchmarks matrix for the time to generate simple and complex reports for various data volumes? If yes, please provide those benchmarks. If no, please provide average display times for simple and complex reports and define the meaning of simple and complex in relation to those display times.			
371	Does your solution ensure that volume/batch processing does not interfere with online responsiveness or availability? If yes, please describe how this is managed. If no, please explain how this will be mitigated.			
372	Does your solution provide safeguards to ensure no user initiated query or process will negatively impact system performance beyond an established threshold? If yes, please describe.			
373	Does your solution have the capability, in the event of failure of one module or component to provide continued functioning of other modules or components? If yes, please describe.			
374	Does your solution have the capability to support automatic failover in the event of an application platform outage, whether due to problems or planned maintenance? If yes, please describe how this is achieved and related requirements.			
375	Does your solution have the capability to support the use of a scalable platform for storing and analyzing multi-terabyte data sets? If yes, please describe how scaling is achieved.			
Manageability				
376	Does your solution address the manageability/maintainability of the tools required by the solution? Include an overview of the scalability, upgradeability, and maintainability of the servers, database(s), and other software supporting the Solution. Describe maintenance requirements, the			

No.	Infrastructure & Architecture Requirements	A	B	C
	effects of customization on upgrades, and level of effort required to maintain the system.			
377	<p>Does your solution provide the capability to automate the scheduling and execution of jobs? If yes, please describe:</p> <ul style="list-style-type: none"> a) the types of jobs that can be scheduled, and b) if this varies by software application, please describe for each application the type of automated scheduling tool proposed or compatible with your solution. 			
378	Does your solution provide the capability to perform scheduled jobs based on the successful completion of previous job steps, events, or activities? If yes, please describe.			
379	Does your solution provide precautions to ensure future releases of the product do not overwrite customizations? Please describe the impacts to any software customizations (i.e., user-defined tables and fields) when the solution is upgraded, and the available support that would be provided.			
380	Does your solution provide a mechanism for rolling back all software and data to a previous release for all software applications and databases included in the solution? If yes, please describe.			
381	Does your solution provide system crash tolerance, maintaining its integrity in case of power failures and abrupt shutdowns?			
382	Does your solution provide system event/error logs to record executed functions, system errors, and warnings to facilitate diagnosis and reconciliation of system errors? If yes, please describe the types of information available and how it is accessed also, clarify whether or not the logs are internal to the application or written to the operating system's logging function.			
383	Does your solution have the capability to be installed on a 64-bit operating system? If yes, please describe whether solution can be run in TRUE 64-bit mode or not. For each module that cannot be run in native 64-bit mode, provide a timeline/roadmap for it to be converted to 64 bit, along with an impact statement for the migration efforts to bring the 32 bit code to 64 bit.			
384	Does your solution provide tools for customization (code level changes that may, or may not, be performed by non-supplier personnel) of the application? If no, please explain how the application can be customized. If this varies by software			

No.	Infrastructure & Architecture Requirements	A	B	C
	application, answer for each application.			
385	Does your solution include an integrated development environment (IDE) or similar utility to facilitate modification of the application and/or customizations? If yes, please provide the name of the utility. If no, please explain how the application can be modified. If this varies by software application, answer for each application.			
386	Does your solution provide features to allow for system configuration (i.e. translation codes, user permissions, views, reports, and workflow business rules)? Configuration is where the product supports an administrator using built in editors to adjust the solution without requiring coding changes to the application? If yes, please describe. If no, please explain how the application can be configured. If this varies by software application, answer for each application.			
387	Does your solution provide the capability to monitor users and manage web and application servers? If yes, please describe and indicate whether these tools can be accessed remotely.			
388	Does your solution provide tools for performing upgrades? If yes, please describe. If no, please describe the process for upgrades. If this varies by software application, please respond for each application.			
389	Does your solution provide tools that support identification of net differences between releases and list areas needing specific attention? If yes, please describe.			
390	Does your solution allow upgrades to be installed by VITA without external assistance? If no, please detail the assistance required.			
391	Does your solution include the most current release of all components of the application and tools software? If no, please explain.			
392	Does your solution require regular maintenance tasks that VITA will be required to perform? If yes, please identify the types of tasks, level of expertise required and provide an estimate, in hours per week, of the level of effort for these tasks.			
393	Does your solution propose a base solution that is fully integrated, can be readily deployed in production, is currently being supported by the vendor, and is composed of the vendor's current portfolio of solution software? If no, please identify which products are not planned for continued development, explain why those products are being proposed, and describe the future plans for that product or its successors.			

No.	Infrastructure & Architecture Requirements	A	B	C
394	Does your solution leverage the tools for managing backup and recovery of both the database(s) and the application(s) that are referenced in appendix E 4.2? If yes, please describe. If no, please describe the recommended approach for backup and recovery.			
395	Does your solution include a promotion mechanism to move components and any customizations from the development environment through the test environments to the production environment? If yes, please describe. If no, please explain how configured and custom components will be moved from development through production. If this varies by software application, answer for each application.			
396	Does your solution provide the capability to provide audit trails and audit reports on changes resulting from an upgrade?			
397	Does your solution provide inter-operability or compatibility with common versions of desktop operating software (i.e. Microsoft Windows, Mac OS), Web browser software (i.e. Internet Explorer, Firefox) and other third party applications (i.e. Adobe, Excel)? If no, please identify any known issues including the software (with version) and how this could impact the solution.			
398	Does your solution have the capability to control user's session timeout for inactivity? If yes, can system administrator adjust timeout value?			
System Administration				
399	Does your solution have the capability for the VITA system administrator and/or user to: define, change, inquire on, and delete application table entries, parameters, and system defaults? If yes, please describe how this is achieved.			
400	Does your solution have the capability for the VITA system administrator and/or user to customize application tables to fit specific business needs for the customer?			
401	Does your solution have the capability for the VITA system administrator and/or user to execute, monitor, and view billing jobs via an on line system? If yes, please describe.			
402	Does your solution have the capability for the VITA system administrator and/or authorized user to restore and rerun billing jobs that are determined to have errors? If yes, please describe.			
403	Does your solution have the capability for the VITA system administrator and/or user to			

No.	Infrastructure & Architecture Requirements	A	B	C
	execute monitor and review the results of batch jobs via an on line system (data loads, data updates)? If yes, please describe.			
404	Does your solution have the capability to select network printers for report and screen printing? If yes, please describe.			
405	Does your solution have the capability to access data in support / configuration tables via a drop down list and to be able to populate fields in the application from the list? If yes, please describe.			
406	Does your solution have the capability to allow setting the sequence of appearance of data in drop down lists? If yes, please describe.			
License Management				
407	Does your solution include all the required licenses needed to deploy and support following environment in addition to the PRODUCTION environment? Please describe. a) TEST b) DEVELOPMENT c) TRAINING d) USER ACCEPTANCE TEST e) SANDBOX			
408	Does your solution cover the license for future releases and upgrades of the application as part of the annual maintenance cost? Please describe.			
409	Does your solution allow VITA to keep running the solution without upgrading to the latest version for an extended period and still get required support? Please describe.			
410	Does your solution allow, at the discretion of VITA, the right for VITA to maintain the Solution after Final Acceptance? If yes, please describe any limitations.			
411	Does your solution contain any COTS products that require commercial software support not available for the term of the Agreement? If yes, please identify which products are not being supported, why those products are being proposed, and how support will be obtained for those products.			
Configuration Management				
412	Does your solution include utilizing a configuration management approach, processes, and resources for version management?			
413	Does your solution include all processes, tools, techniques, and deliverables essential to effectively manage the configuration of all environments throughout the life of the project?			
414	Does your solution provide the capability to maintain multiple versions of source or custom			

No.	Infrastructure & Architecture Requirements	A	B	C
	components? If no, please explain how version control will be applied. If this varies by software application, answer for each application.			
Application & Data Integration				
415	Does your solution describe the solution's overall approach to data and information exchange, including initial data conversion and ongoing data exchange between other Commonwealth databases and systems (both real-time and scheduled)? Please describe and also include features related to functionality reuse.			
416	Does your solution have the capability to comply with Service Oriented Architecture principles? If yes, please explain: a) Does it use web services? b) Is it decoupled? c) How are the web services governed? d) How do the internal components connect to each other? e) How does your Solution connect to external components? f) How is the solution exposed to users? g) For SOA components how are authentication and authorization handled? h) How is data exchanged with other applications?			
417	Does your solution have predefined integration points for third party software? If yes, please describe. If this varies by software application, please respond for each application.			
418	Does your solution support web service standards (e.g., SOAP, WSDL, UDDI)? If yes, please describe.			
419	Does your solution provide standard tools to extract, transform, and load (ETL) data from multiple data sources of different types? If yes, please describe. If no, specify whether other off-the-shelf tools can be used to support this functionality.			
420	Does your solution provide the capability to interface and integrate with third-party databases and applications? If yes, please identify.			
421	Does your solution have the capability to utilize the following enterprise shared services, as described in COVA Enterprise Architecture Standard (EA 225) ? a) Commonwealth Authentication Service (CAS) b) WebSphere Enterprise Service Bus (ESB) c) WebSphere Message Queue (MQ) d) WebSphere Operational Decision Manager (WODM/iLOG, JRules) e) WebSphere Process Server (Business			

No.	Infrastructure & Architecture Requirements	A	B	C
	Process Management – BPM) f) IBM Initiate (enterprise data management (person hub)) g) WebSphere Service Registry and Repository (WSRR)Experian QAS Address Validation If no, please list any that would not be utilized.			
422	Does your solution provide the capability to translate data from one industry standard message format to another standard message format? If yes, please describe the standard message formats supported.			
423	Does your solution provide the capability to integrate with other systems using various mechanisms, including, at a minimum, the following: a) publish/subscribe b) request/reply c) synchronous d) asynchronous If yes, please describe.			
424	Does your solution support integration with multiple disparate applications that are located on different networks? If yes, please describe. If no, please explain how the solution will acquire data from multiple Commonwealth applications.			
425	Does your solution allow XML as a data exchange format?			
426	Does your solution provide secure file transfer protocol (SFTP) as a method of data exchange?			
427	Does your solution provide the following tools to facilitate application-to-application integration using standard application development languages and toolsets? If yes, please describe for each: a) industry-standard application programming interfaces (APIs) b) adapters or adapter / software development kits (SDK) c) other enterprise application integration (EAI) tools			
System Design				
428	Does your solution have the capability to prevent multiple users from updating the same record simultaneously? If yes, please describe how this is done and any limitations. If no, please explain what happens when -multiple users are updating the same record.			
429	Does your solution provide the capability to attach documents to records within each module? If yes, please describe how these attachments are made and whether they are a high level only (parent record level)or can be			

No.	Infrastructure & Architecture Requirements	A	B	C
	attached at a lower level (such as line item). Also, describe how these attachments are stored – e.g. pointers to external content or directly ingested into the database and how this impacts performance and capacity scaling. If this capability varies by module, describe for each module.			
430	Does your solution allow for the development of customized database table, interface, or report changes to any software application in the Solution without any adverse impacts to the software warranty and support? If no, please explain.			
431	Do all products/modules included in the solution have a consistent user interface with the same colors, functionality, and menu structure throughout all products and modules? If no, please explain.			
432	Does your solution provide the capability for all products/modules to be accessed from within any product/module after a user logs into a product/module? If no, please explain.			
433	Does your solution provide the capability for a single username/password to be used to log into all products/modules? If no, please explain.			
434	Does your solution provide the capability for integration with COV and AUTH Active Directory to achieve Single Sign On (SSO) to log into all products/modules? If yes, please explain the mechanism (LDAPs/Kerberos/Claims, etc.), if no, please explain why this is not provided.			
435	Does your solution provide the capability to search on any field on a given screen in all modules of the solution? If only some modules have the capability, please specify which modules have this capability and describe any limitations.			
436	Does your solution have the capability to configure user interface screens by adding constraints (beyond database constraints) such as making fields required or defining ranges of allowable values or defining value based conditions, etc.? If yes, please describe. If this varies by module, please describe for each module.			
437	Does your solution provide the capability to include calculated fields on screens, including summary and derived fields? If yes, please describe. If this varies by module, please describe for each module.			

13. Data Management

The Data Management category covers Database and Data Management, Data Analysis, Environments, and Archiving. VITA expects the solution to provide database products, database structures and designs for all existing and future databases. VITA anticipates working with the supplier for tasks related to configuration, setup, tuning, and maintenance. See Appendix ZZZ (Database Administrative Roles and Responsibilities) for the proposed supplier and VITA roles during implementation.

VITA wishes to retain all ordering data and at least 5 years of other data. VITA currently has fourteen years of legacy ordering data (nine in the system plus five years archived). VITA desires that any archived data be accessible for query and reporting purposes. VITA also wishes to retain much of the existing functionality with regard to Data Management, while adding functionality that is based on open standards. VITA expects the solution will enable a database administrator to easily enter data at the most granular level, validate the accuracy, completeness and consistency of the data against the business rules, maintain, protect, manage and manipulate the data and metadata, and also provide for ad hoc query and reporting across the entire dataset.

No.	Data Management Requirements	A	B	C
Database and Data Management				
438	Does your solution include a detailed description of your specific approach to Database Design including conceptual, logical and physical design diagrams/documents? If yes, identify.			
439	Does your solution's Database Design methodology detail all the database structures that make up the system, including the legacy data repositories? If yes, identify.			
440	Does your solution include a data dictionary with the following: a) data element definitions b) table definitions c) trigger definitions d) database security model e) stored procedure definitions f) database schema g) entity-relationship model of data If yes, describe. If no, list any of the above not included and explain how Extract Transform Load (ETL) would be set up for data exchanges and how extracts from the central data repository would be accomplished.			
441	Does your solution include a searchable data dictionary that supports: a) searching across all dictionary elements b) listing of indexed fields by table c) listing of summary fields by table, with both short and long field descriptions? If yes, please describe how this would be accessed.			
442	Does your solution have capability to provide and maintain in a data dictionary, a history of changes to individual data element descriptions? If yes, please describe.			
443	Does your solution provide written descriptions			

No.	Data Management Requirements	A	B	C
	for any metadata codes, data definitions, and reference data? If yes, please describe.			
444	Does your solution include providing documentation for the following: a) Multidimensional cube design b) Key Performance Indicator (KPI) Tree Matrix c) KPI Analysis d) Data management requirements e) Key indexes, and data access requirements? If no, please describe any not offered.			
445	Does your solution include providing a Coding Structure and Data Standards Document that includes (at a minimum) Comprehensive set of business element naming and usage standards?			
446	Does your solution include all connectors to all databases supported by the solution? If no, for each database connector please indicate whether it is purchased, installed, or configured separately.			
447	Does your solution support all of the structured query language (SQL) functionality in the database management system(s) being used? If yes, please describe. If no, please explain.			
448	Does your solution provide the capability to run on a mix of relational database products? If yes, please describe.			
449	Does your solution require a specific vendor database/repository (e.g. Oracle version X.X, MS SQL Server version X.X etc.) to manage any of the following? If yes, specify the function and the name of the database/repository and indicate whether the database/repository requires a separate license. Indicate which of the listed functions this applies to: a) data b) metadata c) statistics d) rules e) documentation f) reports g) analytics (OLAP) h) publishing i) other – please specify.			
450	Does your solution support more than one hardware platform for the database? If yes, please describe the hardware platforms supported. If this varies by module please respond for each module.			
451	Does your solution store all data in a relational database management system? If no, please describe what data is stored outside a relational database, how it is accessed and			

No.	Data Management Requirements	A	B	C
	managed, and what functional module(s) this applies to.			
452	Does your solution have the capability to enforce data referential integrity at VITA's discretion?			
453	Does your solution require granting database privileges beyond the following: a) connecting to the database b) selecting, inserting, updating and deleting on application tables c) executing application stored procedures (including user defined functions)? If yes, please indicate what privileges are required and if the need is during installation, maintenance, or permanent. Also indicate which database(s) these privilege requirements apply to.			
454	Does your solution employ pooled database connections? By this, we mean is there a single database user that connects to the application (answer Yes), or does each individual end user have a separate database account that connects separately to the application and can be seen as a separate database connection by the database administrator (answer No).			
455	Does your solution handle large transactions (multiple record insert / updates without commit, e.g. during data load) and many simultaneous transactions with little or no degradation in performance? If yes, please describe how this is accomplished and provide performance benchmarks for various numbers of transactions. If no, please explain the impact on performance of large transactions or many simultaneous transactions.			
456	Does your solution use configuration files to define the interaction between the operating system and database? If yes, please describe how the configuration files are used, secured, and whether any source control is associated with them.			
457	Does your solution have the capability to index on commonly searched fields for optimized query response time? If yes, please describe.			
458	Does your solution provide the ability to find potential duplicate records based on configurable criteria, and merge, delete, update records as required? Please describe.			
459	Does your solution provide internal database transaction processing controls, including the capability in the event of a system failure to – a) automatically back out of incompletely processed database transactions b) automatically restore the system to its			

No.	Data Management Requirements	A	B	C
	<p>last consistent state before the failure occurred</p> <p>c) automatically reapply all incomplete database transactions previously submitted by the user</p> <p>If yes, and this is a function of the database, specify the database that handles the transactions. Otherwise, explain how incompletely processed database transactions are handled.</p>			
460	Does your solution support parallel scans, queries, sorts, groupings, and indexing capabilities in multiple threads across multiple processors? If yes, please describe for each feature.			
461	Does your solution store business rules for data in the database? If yes, please describe how those business rules are defined by users or administrators. If no, please describe where business rules are defined in the solution.			
462	Does your solution provide the capability for a database administrator to create and define tables directly in the database for the purpose of customizing the application to meet Commonwealth needs that are not provided by the application? These tables might be referenced in other related tables. If yes, please specify which applications being proposed have this capability, and specify which do not and why. Describe any impact on the warehousing and archiving capabilities. Describe any impacts this would have on the product warranty and support. If no, please explain why this capability is not being provided and explain how the database could be customized to include new functionality that requires new database tables.			
463	Does your solution process externally-submitted database transactions using the same business rules and program logic as when transactions are submitted through the on-line application? If yes, please describe. If no, please explain how the business rules can be applied.			
464	Does your solution provide administrator notification when changes occur in the data dictionary? If no, please explain how the administrator knows when changes have occurred.			
465	Does your solution have the capability to add extra fields from tables added by VITA on existing screens and to create new tables and screens as needed including defining length, range, format and type of data? If yes, please describe how it is done.			

No.	Data Management Requirements	A	B	C
466	Does your solution have the capability to validate all critical data for business logic, data value validation, as well as data sanitization to prevent SQL Injection, Cross-Site scripting etc attacks?			
467	Does your solution have the capability for a distributed application to perform client side validation?			
468	Does your solution have the capability to validate query input before using in SQL statements to help prevent SQL injection?			
469	Does your solution have the capability to validate data at each receipt entry point as it is passed between separate trust boundaries?			
Data Analysis				
470	Does your solution have the capability to maintain aggregated data for forecasting and data mining purposes after archived records are destroyed/ removed? If yes, please explain.			
471	Does your solution have the capability to use online analytical processing (OLAP) tools to analyze data contained within the application's databases? If yes, are those tools delivered with the software? Please explain.			
472	Does your solution provide a data warehouse which is accessible online to end users for query and reporting without requiring intervention from information system staff to load or extract data?			
473	Does your solution allow authorized users to add, modify, and delete data to correct errors in data repositories and data warehouse? Please indicate yes or no for each module. Where yes, please describe. If no, describe those characteristics, if any that do not apply.			
474	Does your solution receive, process, store, and analyze historical data for trend analysis? If Yes, please describe.			
475	Does your solution allow authorized users to add, modify, and delete data to correct errors in received data transmissions to facilitate loading the corrected data to the data warehouse? If yes, please describe. If no, please explain how data is corrected.			
Environments				
476	Does your solution include the ability and procedures for refreshing a test environment from production data so that sensitive information is masked in the test environment? Please describe.			
477	Does your solution include an independent installation certification by third party? If yes, describe.			
Archiving				

No.	Data Management Requirements	A	B	C
478	Does your solution provide a detailed description of how archiving is implemented in each software application included in the solution? Describe the archiving approach used for each module (i.e. data partitioning by date or other factor within the same database, a separate set of archive tables within the same database, a separate database, or some other approach)			
479	Does your solution allow the capability to establish the criteria by which data will be archived (i.e. date, fiscal year, quarter, calendar year, etc.)? If yes, list the criteria that may be used. If no, describe how archived data is separated from production data. If this varies by functional module, please respond for each module.			
480	Does your solution provide the capability to restore archived data into the production database? If yes, please describe. If this varies by functional module, please respond for each module.			
481	Does your solution provide the capability to query archived data at any point in time? (If data must be restored from a backup, answer No to this question). If yes, please describe. If this varies by functional module, please respond for each module.			
482	Does your solution provide the capability to establish user-defined criteria to determine when data from the production system will be archived? If yes, please describe. If this varies by functional module, please respond for each module.			
483	Does your solution provide the capability to selectively copy or move data from the production database to external storage media (i.e. tape, CD-ROM) based on user-defined criteria? If yes, please describe. If this varies by functional module, please respond for each module.			
484	Does your solution provide the capability for authorized users to purge archived data according to user-defined criteria? If yes, please describe. If this varies by functional module, please respond for each module.			
485	Does your solution allow authorized users to archive system event/error logs and transaction audit logs in order to manage space and performance considerations?			
486	Does your solution maintain the integrity of historical records when retroactive adjustments, retractions or rescissions are made?			

14. System Integration

The system integration requirements describe the interfaces between the suppliers systems and external systems. VITA expects the new solution to retain much of the existing functionality, while adding support for additional APIs, support for new interfaces, and providing detailed interface documentation. For information on existing interfaces see Appendix E, 4.8.

No.	System Integration Requirements	A	B	C
Data Exchange Standard				
487	<p>Do your proposed interfaces to Commonwealth systems comply with all applicable COVA enterprise standards in the “data” and “data exchange” categories as found in the Enterprise Standards Repository at http://www.vita.virginia.gov/oversight/default.aspx?id=10344 ; specifically including:</p> <ul style="list-style-type: none"> a) Enterprise Architecture Chart of Account Standard (EDS-R-04): http://vita2.virginia.gov/oversight/DataStandards/ChartofAccounts/ChartofAccountsDataStandardNarrative.pdf b) Enterprise Architecture Agency Identification Data Standard (EDS-R-174): http://vita2.virginia.gov/oversight/DataStandards/AgencyID/AgencyIDDataStandardNarrative.pdf c) Enterprise Architecture Procurement Vendor Data Standard (EDS-R-01): http://www.vita2.virginia.gov/oversight/DataStandards/Vendor/AttachFiles/VendorDataStandard.pdf <p>If no, please list any exceptions.</p>			
488	Do your proposed interfaces to Commonwealth systems comply with national or industry standards for data exchanges? If yes, please describe.			
489	Does your solution include the capability to allow for billing data to be received from multiple vendors in multiple carrier data formats? If so, what vendors do you have experience with and what types of media are up-loadable into your system?			
490	Does your solution include the capability to match fields by mapping between data sources? For example, map the wireless subscriber number on traffic records to the phone number provided on another record. (Sprint wireless uses both subscriber number and phone number to identify records)			
491	Does your solution have the capability to capture vendor invoice detail, including call detail, from paper invoices (for example, via: manual key entry, optical character recognition (OCR), document scanning, etc)? If yes,			

No.	System Integration Requirements	A	B	C
	<p>please describe: The methods proposed For OCR/scanning: typical load times & accuracy rates Once captured, the level at which the data can be manipulated</p>			
492	<p>Does your solution include the capability for interface development and implementation that utilizes web-enabled data exchange (i.e. SOA architecture), standard file sharing, EDI, or other data transfer components? If yes, please describe and give levels of interfaces if known.</p>			
493	<p>Does your solution include the capability to upload data from external data sources such as spreadsheets, flat files, through secure file transfers (SecureFX, SFTP, XML) compressed files (i.e. zip files)? If yes, please list all sources.</p>			
494	<p>Does your solution have the capability to exchange data using XML?</p>			
495	<p>Does your solution have the capability to provide well defined Application Program Interface (API) (including names, inputs and outputs) that enable application functionality to be accessed programmatically? If yes, please provide API documentation.</p>			
496	<p>Does your solution have size limitations for data retrieval from carriers? Please see Appendix E, 4.8 for the scalability required. (The largest file in the current system has 800 accounts and is 400 MB of data.)</p>			
497	<p>Does your solution have the capability to provide authentication and authorization for all interfaces? If yes, please describe what type of authentication and authorization is used (an example would be Active Directory authentication, LDAP, Kerberos, etc.)</p>			
498	<p>Does your solution include the development and implementation of all inbound and outbound interfaces identified in Appendix E, 4.8? If yes, please state all assumptions and restrictions.</p>			
499	<p>Does your solution include the capability to create new interfaces or revise existing layouts after implementation? If yes, please describe the process.</p>			
500	<p>Does the solution include the supplier developing all Interface Control Documents (ICDs) for each interface? If yes, please provide sample documents.</p>			
501	<p>Does your solution have the capability to natively interface with any tools, technologies, applications, databases, etc. (i.e. SharePoint, MS Outlook, MS Office, MS Dynamics, etc.)?</p>			

No.	System Integration Requirements	A	B	C
	If so, please list all available.			
502	Does the solution provide the capability to set error thresholds for translation or transformation errors? When thresholds are exceeded, are notifications or alerts generated? If yes, please describe how errors are handled.			
503	Does the solution provide the capability to reformat/standardize the data elements by padding, truncating, modifying the justification, changing text to dates, or other similar techniques? If yes, please describe.			
504	Does the solution provide the capability to process transactions on a daily, weekly, monthly or yearly basis? If yes, please describe. a) On-demand Real-time processing of transactions b) Near real-time c) Batch transactions or data loads scheduled			
505	Does your solution have the capability in the event of a transmission failure, to store and attempt to re-transmit the appropriate data to all appropriate target destinations? If yes, please describe how this would be performed. If no, please explain how data transmission failures are handled.			
506	Does your solution confirm and report event information on interface data transmissions in an interface communication log? If yes, please describe notification methods available. If no, please explain how information on data transmissions is obtained.			
507	Does your solution provide the capability to interface with VITA's financial management system (PeopleSoft Financials), to include: a) cost allocation (billing elements) and all accounting codes b) vendor account payable (vendor payment status information) c) customer account receivable Please note for each whether the interaction is in real time, near real time, or other.			
508	Does your solution have the capability to produce an accounts receivable file for every bill rendered before the bill is made available to the customer?			
509	Does your solution provide the capability to select a specific category of data and export and deliver to a user? If yes, please explain the process.			
510	Does your solution have the capability to provide customers with files in pre-defined output formats to be loaded into their existing			

No.	System Integration Requirements	A	B	C
	systems? If yes, please explain.			
511	Does your solution have the capability for customer files to be securely transmitted automatically to designated customer? (For example, FTPS) If yes, please describe.			
512	Does your solution have the capability to provide full internal integration –among and between all modules and components (for example: between the ordering function and customer billing)? If yes, please describe and identify any restrictions or constraints.			

15. User Interfaces

The User Interfaces category requests information from the supplier that covers Online User Documentation, Technical Documentation, User Interface and ease of use, and supplier Portal.

VITA desires that the new solution will greatly improve upon the existing interface capabilities, support a significant increase in the number of users, while also adding support for:

- More centralized access (one-stop portal, etc.)
- More user-friendly interfaces (common structure, but user-configurable)
- Online Help and support tools wizards, tutorials etc.)

No.	User Interfaces Requirements	A	B	C
Online Help				
513	Does your solution provide an online knowledge base or wiki? If yes, please describe the capabilities of that system.			
514	Does your solution provide the ability to customize (add, edit, delete) help topic documentation and linking to an existing knowledgebase?			
515	Does your solution include any other user job aids, quick tip guides or other productivity tools? If yes, please list and describe.			
516	Does your solution include online help capabilities for all modules and all stages of the workflow? If yes, please describe the on-line help capabilities of the solution. Indicate if all of the following types of help are available in all modules of the solution. If only some types are available, please specify. a) Window and field level help b) Error message help c) Context-sensitive help d) Windows hypertext help e) Indexed help f) Other help types (Please list)			
517	Does your solution have the capability for users to load documents for online access within the application? If yes, please describe how the documents would be uploaded, stored, and accessed.			
Technical and User Documentation				
518	Does your solution include all needed technical			

No.	User Interfaces Requirements	A	B	C
	<p>documentation? If yes, please describe the documentation that will be provided, including, for each:</p> <ul style="list-style-type: none"> a) Document name b) Description of the scope c) Relevant system, technical role, and component or module(s) d) Explanation of the process for incorporating information relating to any customizations and VITA-specific content e) Explanation of how the document would be provided (i.e. online at vendor's website, online at Commonwealth website, hard copy, CD, etc.) <p>and provide a sample technical manual.</p>			
519	<p>Does your solution include all needed user (functional) documentation? If yes, please describe the documentation that will be provided, including, for each:</p> <ul style="list-style-type: none"> a) Document name b) Description of the scope c) Relevant function (i.e. ordering) d) User role (for example: Telco coordinator) e) Module(s) (i.e. training) f) Explanation of the process for incorporating information relating to any customizations and VITA-specific content g) Explanation of how the document would be provided (i.e. online at vendor's website, online at Commonwealth website, hard copy, CD, etc.) <p>and provide a sample user manual.</p>			
User Interface and ease of use				
520	<p>Does your solution allow user access to application modules via a web browser? If yes, please describe:</p> <ul style="list-style-type: none"> a) Which browser types and versions are supported or if the application is browser agnostic, and b) Whether the web browser interface adheres to the Commonwealth's web site standards (Refer to the "IT Accessibility Standards, Web Site Standards, Web Site Guidelines" web page available at http://www.vita.virginia.gov/library/default.aspx?id=663). c) Are there any client dependencies external to the application (e.g. .Net, Java, ActiveX, etc.)? If yes, describe 			

No.	User Interfaces Requirements	A	B	C
	<p>how these components are distributed and whether unattended install, automated distribution is allowed or not.</p> <p>If no, then for any part of the solution which is not web-based provide the following information:</p> <ul style="list-style-type: none"> a) Indicate which functional area is not web-based b) Explain why the component is not web-based c) Specify any client software that would be required d) Indicate whether the cost of the client software is included in the proposal or would need to be purchased separately e) Indicate whether the component will be web-based in future releases f) Indicate which category (or categories) of user is affected (i.e. developer, administrator, end user). 			
521	<p>Does your solution provide the following information for each software application that is web-based?</p> <ul style="list-style-type: none"> a) Describe the web application architecture including the specific web servers and software (e.g., .NET, Java) used. b) Indicate whether any active-X controls, plug-ins, or applets are required. c) Provide a list of the standard browsers that are supported. d) If cookies are used, explain how they are utilized and whether they are required. e) If the solution depends on the web server for security services in any way, please describe. <p>Applications that have identical requirements may be grouped together in the response.</p>			
522	<p>Does your solution have the capability to display confirmation message once a transaction has been processed? If yes, does it show up as message on screen or alert that users need to accept?</p>			
523	<p>Does your solution have the capability to maintain user interface preferences, For example: viewing and printing summary or detail billing information?</p>			
Portal				
524	<p>Does your solution include a web portal tool? If yes, please describe and identify which of the following features or capabilities would be supported:</p> <ul style="list-style-type: none"> a).NET based b) Secure 			

No.	User Interfaces Requirements	A	B	C
	<p>c) Fully Integrated with other solution modules</p> <p>d) Allows user self-service (for example: submission of a telecommunication service request, viewing and downloading of customer bills, initiation of a billing dispute, and running a query or report etc.)</p> <p>e) Is role or user configurable,</p> <p>f) Supports branding for VITA and/or customer organizations (for example, use of logos and color schemes etc.).</p> <p>If yes, please describe and provide a sample mockup and a sample technical manual. If no, please list any features of capabilities not provided or supported.</p>			
525	<p>Does your solution provide a portal that is user friendly (i.e., drop-down menus, word processing capabilities (spell check, etc.), easy access to password reset, availability of help, hyperlinks to other information and applications, single data entry points, auto-population of fields etc.)? If yes, please describe the features provided or supported</p>			
526	<p>Does your solution provide effective, interactive control and use with non-visual means and provide Section 508 compliance in accordance with the Virginia Information Technology Accessibility Standard (GOV103-00) as found at:http://www.vita.virginia.gov/uploadedFiles/Library/AccessibilityStandard_GOV103-00_Eff_11-04-05.pdf (See also the Federal web pages at www.section508.gov and www.access-board.gov for further information)?</p> <p>If yes, please describe how this functionality is achieved and include a completed Voluntary Product Accessibility Template (VPAT) with your proposal: (The VPAT template is located in Appendix C of the Accessibility Standard (GOV103-00)).</p> <p>If no, please describe any alternate accessibility functionality that your solution provides?</p>			
527	<p>Does your solution have the capability to support any other, non-508 accessibility best practices (for example, with regard to the accessibility of Adobe .pdf documents)? If yes, please describe.</p>			
528	<p>Does your solution have the capability to link to other portal applications (such as CRM)? If yes, please explain the capabilities and dynamics available (i.e. credentials pass through for single sign-on etc.).</p>			

16. Security, Access & Risk Management

All VITA systems should be developed and deployed to comply with the Commonwealth Information Security standards as found on the "ITRM Policies, Standards and Guidelines" web page (<http://vita.virginia.gov/library/default.aspx?id=537#securityPSGs>). These standards are intended to provide a secure operating environment for Commonwealth systems that protect the confidentiality, integrity, and availability of Commonwealth data. Any aspect of a system or service not capable of complying with the standard must have an exception approved by Commonwealth Security and Risk Management (CSRM).

Particular attention should be paid to:

- the principles of confidentiality, integrity, and availability for the system and its data;
- backup recovery and continuity of operations;
- access control capabilities;
- authentication and account management capabilities;
- logging , security audit, and notification capabilities;
- secure remote access; and
- integration with existing Commonwealth system architectures.

No.	Security Access & Risk Management Requirements	A	B	C
529	<p>Does your solution comply with all current COV ITRM Information Security Policies and Standards, as applicable, –specifically:</p> <ul style="list-style-type: none"> • IT Information Security Policy (SEC 519-00) (07/24/2009) • IT Information Security Standard (SEC501-07.1) (01/28/2013) • IT Security Audit Standard (SEC502-02.2) (01/06/2013) <p>Removal of Commonwealth Data from Electronic Media Standard (SEC514-03) (03/15/2008)</p> <p>If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.</p>			
530	<p>Does your solution have the capability to encrypt data during transit and at-rest (including database encryption)? If yes, please describe.</p>			
531	<p>Does your solution protect against the current Open Web Application Security Project (OWASP) Top 10 list of vulnerabilities (see: http://owasptop10.googlecode.com/files/OWASP%20Top%2010%20-%202010.pdf)? If yes, please describe and provide supporting verification documentation. If no, identify any vulnerability for which protection would not be provided and how this risk is mitigated by your solution.</p>			
532	<p>Does your solution have the capability to support Secure (SSL/TLS) or IPSec data transmission? If yes, please describe.</p>			

No.	Security Access & Risk Management Requirements	A	B	C
533	Does your solution have the capability to support the generation and verification of electronic signatures? If yes, please describe. If this varies by software application, please respond for each application.			
534	Does your solution accommodate the use of digital signatures? If yes, please describe.			
535	Does your solution have the capability to provide encrypted access to the application?			
536	Does your solution have the capability to protect remote administration interfaces? Please describe.			
537	Does your solution provide for VITA to scan for vulnerabilities at least every 90 days, and for the supplier to then fix any vulnerabilities that are found?			
538	Does your solution have the capability to provide intrusion detection and prevention, firewall service, vulnerability scanning, real-time monitoring, etc. to protect data integrity, availability and confidentiality? If yes, please describe.			
539	Does your solution have the capability to support a multi-tier security architecture (e.g. placing servers in secured, shared, or DMZ environments)? If yes, please describe and identify any extranet considerations.			
540	Does your solution have an established process to address discovered security vulnerabilities? If yes, please describe.			
Access Control				
541	Does your system utilize a role-based access control structure? If yes, please describe all possible role levels, including available custom roles, and how they function. If not, please explain your access control methodology.			
542	Does your solution have the capability for user-defined: a) table permissions b) screen permissions c) field permissions If yes, please describe. If No, please describe what levels of permissions are available.			
543	Does your solution have the capability to limit or restrict customer access to other customers' data? If yes, please describe.			
544	Does your solution have the capability to automatically lock the screen or log the user out the after a specified period of inactivity? If yes, can the period of inactivity be customized?			
545	Does your solution have the capability to reassign security en-masse in the event of reorganization (i.e. batch process)? If yes,			

No.	Security Access & Risk Management Requirements	A	B	C
	please describe. If no, please explain how security would be reassigned. If this varies by software application, please respond for each application.			
546	Does your solution have the capability to separate administrator functions?			
547	Does your solution have the capability to assign security privileges at the global, group, and/or individual user level?			
548	Does your solution provide the capability to immediately suspend certain selected functional privileges to some or all users?			
Authentication				
549	Does your solution enforce password settings in accordance with the Commonwealth's password standards? Refer to the "Information Technology Security Standard (COV ITRM Standard SEC501-07)" (dated 1/28/13) link at http://www.vita.virginia.gov/uploadedFiles/VITA_Main_Public/Library/PSGs/Information_Security_Standard_SEC50107.pdf			
550	Does your solution have the capability to enforce strong passwords where passwords must contain at least three of the following character types: letters, numbers, special characters, and upper or lower case?			
551	Does your solution have the capability to log system access attempts (i.e. successes and failures, user account, IP address and associated dates)? If yes, please describe.			
552	Does your solution have the capability to lock an account after a specified number of invalid login attempts? If yes, please provide detail including if the number of attempts before lock out can be modified.			
553	Does your solution have the capability for a user to reset his/her password without interaction from another user (system admin)? If yes, please describe the process.			
554	Does your solution have the capability to reject a user after an unsuccessful attempt to gain access? If yes, how will the system administrator be notified (i.e. email, alert)?			
555	Does your solution have the capability to display a security notice or information banner at the start of the logon or initiation process?			
556	Does your solution have the capability to assign individual login ID to each user?			
557	Does your solution have the capability to assign minimum password length requirement?			
558	Does your solution have the capability to enforce both a minimum and maximum password expiration period and force periodic			

No.	Security Access & Risk Management Requirements	A	B	C
	password changes (e.g. 90 days)?			
559	Does your solution ensure that passwords are never viewable in clear text in any part of the application or database? If no, please describe.			
560	Does your solution encrypt credentials (usernames and passwords) both in storage and transmission? If no, please describe how they are protected.			
561	Does your solution require users to change their initial passwords when they log in for the first time?			
562	Does your solution have the capability to automatically disable and report user accounts that have been inactive for a specified period (i.e. 90 days)?			
Database Security				
563	<p>Does your solution have the capability to support the following security measures?</p> <ul style="list-style-type: none"> a) database-level security b) group-level security c) role-based security d) database access control at multiple levels e) database access control for various functions f) control create, read, update and delete permissions for all data elements g) data view access h) row/ record level database security i) other - please identify <p>If Yes for any of the above, please describe how these security measures are implemented in your solution. If no, identify any which are not supported and in which environment these are not supported. Please include a screen shot where applicable.</p>			
Solution Recovery				
564	Does your solution offer software and data recovery capabilities? If yes, please describe.			
565	Does your solution have the capability to perform backups and to restore lost or corrupt data? If yes, please describe.			
566	Does your solution have the capability to verify data backups and images? If yes, please describe.			
567	Does your solution have the capability to perform backup audits and logging? If yes, please describe.			
568	Does your system have the capability to encrypt data backups and images? If yes, please describe how.			
569	Does your solution have the capability to provide multiple backup media types? If yes, please describe.			

No.	Security Access & Risk Management Requirements	A	B	C
570	Does your solution include providing VITA with the application source code (either directly or via escrow)? If yes, please describe the process for providing VITA with the code and updates, and provide the escrow agreement, if any.			
571	Does your solution include providing VITA with immediate access to up-to-date copies of any supplier provided software and tools required to recover (re-install) the entire solution?			
572	Does your solution include providing VITA with all applicable documentation, licenses, and license keys necessary for complete solution recovery?			

C. Project Management and Implementation Requirements

17. Project Management

This initiative is classified as a Commonwealth Major IT Project and is therefore governed by the COV ITRM Project Management Guideline (CPM 110-03) and the COV ITRM Project Management Standard (CPM 112-03.2). Accordingly, VITA will manage the initiative as a formal project and plans to assign a project manager and a deputy project manager to this effort. VITA envisions the successful supplier providing a project manager resource to work with the VITA project management staff. A project management plan (PMP) will be developed jointly with the supplier for approval by VITA. The PMP will be a comprehensive document that incorporates all activities and deliverables essential for the successful implementation of the solution’s scope, budget, schedule, and quality related commitments. The project management effort will encompass the integration, execution, monitoring, and control of all project activities.

VITA expects the successful supplier will demonstrate knowledge of project management principles and best practices and the ability to adapt project planning to the specific needs of the proposed solution.

No.	Project Management Requirements	A	B	C
573	Does your solution have the capability to comply with the applicable Commonwealth Project Management Standards and Guidelines, found at: Project Management Standard (CPM 112-03.2) and Commonwealth Project Management Guideline (CPM 110-03) ? If yes, please describe in detail.			
574	Does your solution include a project management methodology, approach and support for VITA’s proposed governance structure that is consistent with the Project Management Institute’s Project Management Body of Knowledge (PMBOK) version 5?			
575	Does your solution include a supplier project manager with a current certification either as a Project Management Professional (PMP); or as a Commonwealth PM certified for a category 2 major IT project as referenced at: http://www.vita.virginia.gov/uploadedFiles/VITA			

No.	Project Management Requirements	A	B	C
	_Main_Public/Library/PSGs/Project_Management_Selection_Training_Standard_CPM11102.pdf or a PM eligible to become Commonwealth certified for Category 2 major IT projects within thirty days from award?			
576	Does your solution include a supplier Project Manager (PM) assigned full time to the project? If no, please describe the percentage of time the PM would be dedicated to the project and the rationale for this.			
577	Does your solution include locating the supplier PM on site in Chester, Virginia? If no, please describe the percentage of time the PM would be on site and the rationale for this and also where the PM would be based when not on site.			
578	Does your solution include the supplier PM carrying out the following responsibilities: <ol style="list-style-type: none"> a) planning and conducting a formal project kickoff meeting b) with the VITA project team refining, controlling, and managing the project scope, WBS and WBS dictionary c) with the VITA PM, developing and maintaining the Project Plan including schedule d) proposing any needed changes to the Project Plan including scope, Work Breakdown Structure (WBS) and schedule e) managing supplier staff including proposing any needed supplier key staff changes for approval by the VITA PM f) providing written status reports on a regular and ad-hoc basis g) preparing materials for and participating in meetings h) organizing, maintaining and sharing project documentation with VITA i) at project close, participating in and documenting "lessons learned" j) after project close, providing technical assistance for a post implementation review (PIR) 			
579	Does your solution have the capability to maintain the project plan in MS-Project? If no, describe any other software tool being proposed.			
580	Does your solution include providing a collaboration and documentation sharing tool(s) (for example: SharePoint) for joint use by the VITA and supplier project team? If yes, please describe the tool or tools being proposed and how the tool would be shared.			

No.	Project Management Requirements	A	B	C
581	<p>Does your solution include a project plan that contains at least the following components:</p> <ul style="list-style-type: none"> a) Project Performance Plan b) Project Scope Management Plan (inclusive of a Work Breakdown Structure (WBS) and Project Change Management Plan) c) Project Schedule Management Plan d) Resource Management Plan e) Project Budget Management Plan f) Project Procurement Management Plan (if applicable) g) Project Risk Management Plan h) Communications Management Plan i) Stakeholder Management Plan j) Quality Management Plan <p>If yes, please provide both a sample or proposed project plan and, specifically, your proposed WBS. If No, list any of the above components not included in the proposed solution.</p>			
582	<p>Does your solution provide a proposed project organization encompassing both supplier personnel and generic VITA resources that includes, at a minimum:</p> <ul style="list-style-type: none"> a) Key Roles b) all other resources, denoting title and number of individuals filling each role (e.g., "Systems Analysts [4]") c) their status as either a line or staff position, as well as any dotted line reporting relationship? <p>If Yes, please provide the proposed organization chart.</p>			
583	<p>Does your solution provide a process for documentation of deliverables (including testing), deliverable review, and sign-off and acceptance of deliverables by VITA? If yes, please describe.</p>			
584	<p>Does your solution include the application of ongoing project management techniques to ensure that project and performance goals and measures are defined, baselines established, and measurements taken and recorded throughout the project? If yes, please describe.</p>			
585	<p>Does the solution's Proposed Change Management Plan (PCMP) include processes and templates needed to effect and control changes to project scope (deliverables) and schedule, including a change review and approval process? If yes, please provide samples.</p>			
586	<p>Does your solution include development and maintenance of a detailed project schedule and schedule baseline for the Project, including defined tasks, milestones, task</p>			

No.	Project Management Requirements	A	B	C
	dependencies, resource requirements, task durations and the project critical path? If yes, please provide samples.			
587	Does your solution include assisting VITA PM in developing, maintaining, and supporting VITA's internal Project Budget Management Plan, encompassing project cost baseline management, project budgetary reporting, project budget change management and supplier invoicing and supplier payment approval?			
588	The Commonwealth has implemented a portfolio management application - Oracle Primavera Portfolio Management (OPPM) - that has been configured to meet the Commonwealth's project management portfolio reporting needs. The VITA PM will be responsible for reporting project status and risk information in this tool. Does your solution include the Supplier assisting the VITA PM in this reporting?			
589	Does your solution include assisting VITA PM in developing, maintaining, and supporting the Project Budget Management Plan, encompassing project cost baseline management, project budgetary reporting, project budget change management and supplier invoicing and supplier payment approval?			
590	<p>Does your solution include the supplier working with VITA to communicate project information to customers and other stakeholders via a VITA-maintained project website? If yes, please describe your proposed plan for assisting VITA in determining:</p> <ul style="list-style-type: none"> a) Which project objectives the web would be used for (for example, project news, testing, and training information, etc.) b) The proposed functionality (for example project bulletin board, training registration, etc.) c) The supplier's proposed roles and resources with regard to advising on web design and developing proposed content, and the estimated staff and system resources that VITA would be expected to provide for web development, site maintenance, and content management, etc. <p>If yes, please provide a draft or sample web usage plan and/or sample web page content.</p>			
591	Does your solution include a process and point of contact for resolving contractual and			

No.	Project Management Requirements	A	B	C
	escalated project management issues above the level of the supplier project manager? If yes, please describe.			

18. Solution Implementation

This section addresses requirements related to the implementation of the proposed solution, including:

- Solution Development
- Fit Gap Analysis
- Organizational Change Management
- Training & Technical Documentation
- Test Management (Unit Testing, Integration and Solution Testing, Stress Testing, Backup and Recovery Testing, Parallel Testing, User Acceptance Testing, etc.)
- Conversion
- Go-live and Transition Period Support
- Operations
- Technology Road Map

VITA envisions that the successful supplier will take the lead role in implementation, under VITA's supervision, and be assisted by VITA and NG staff. VITA seeks an implementation that is carefully planned and fully documented, that is comprehensive in scope (from technical design through all aspects of user training) and duration (from planning through go-live to post-implementation transition period). VITA wishes to minimize, to the greatest extent possible, software modification to any COTS software products implemented as part of the solution. VITA desires an implementation that is quick, includes accurate conversion of data, and includes an organizational change management (OCM) plan and process which minimizes any disruption to current operations, and achieves a state of "customer delight" among VITA and customer users. VITA has a preference for pilot-testing the implementation with a selected group of customers for at least a brief period prior to full roll-out to all remaining customers. It is VITA's intent that all training materials, training data, and supplies are developed, provided, and delivered by the Supplier. It is VITA's intent that the supplier will assume the primary responsibility for data conversion; and VITA's expectation that the data conversion activities begin as early as possible in the Project schedule so converted data can be available for system and load/stress testing.

No.	Solution Implementation Requirements	A	B	C
Solution Development				
592	Does your solution propose the following components: a) Installation of Software onto VITA's hardware; b) Implementation of the Solution to include: conversion of existing data, system configuration and testing, parallel testing and development of system interfaces? If yes, please describe your proposed approach and sequencing.			
593	Does your solution include a system development/ implementation methodology as well as associated tools and techniques? If yes, please describe, including whether and how the methodology would be adapted to meet VITA's specific needs.			
594	VITA currently receives a significant number of vendor paper invoices that it believes could be received electronically. Does your solution include a plan and process to identify			

No.	Solution Implementation Requirements	A	B	C
	candidates for conversion and to work with vendors to make the transition from paper to electronic format? If yes, please describe your proposed approach.			
Fit Gap Analysis				
595	Does your solution include the supplier resources, hardware, software and tools required to perform a Fit/Gap analysis mapped to the level of each requirement?			
596	Does your solution include the identification, analysis, and documentation of requirement gaps including a) Software Requirement Traceability Matrix (SRTM) b) Gap impact assessment including estimates of the effort and cost to resolve each gap c) Recommendations for resolving gaps that cannot be met "out of the box" or through software configuration (including any needed bolt-on software, and customization.)			
597	Does your solution for Business Process Reengineering (BPR) include process modeling and mapping from the current system to the new solution and making recommendations for process and organizational changes?			
598	Does your BPR identify opportunities to automate processes using enhanced technology provided by the solution to improve efficiency and effectiveness?			
Organizational Change Management (OCM)				
599	Does your solution include conducting a change readiness assessment reviewing the organizational vision, structural alignment, and change capabilities? If yes, please describe.			
600	Does your solution include development of an Organization Change Management (OCM) plan for VITA to implement, thus providing for a smooth organizational transition to the new solution? If yes, please include a sample OCM plan and describe your proposed approach for VITA.			
601	Does your solution include monitoring and reporting the effectiveness of the change management initiative?			
Training and Technical Documentation				
602	Does your solution include a training plan and schedule that: a) Identifies VITA and customer specific training needs of, and creates a curriculum designed for, all user groups (see the Estimated Training Counts Table in Appendix E, 5.1)			

No.	Solution Implementation Requirements	A	B	C
	<p>b) Provides for both initial training during implementation and ongoing post-implementation training (for new users, refresher training, and any train-the-trainer training, etc.)</p> <p>c) Provides both functional and technical training customized by group in terms of both subject area (for example, specialized training on vendor invoice management) and the knowledge level needed (for example, order request vs. order review/ writing)?</p> <p>If yes, please describe, including the roles proposed for both the supplier and VITA</p>			
603	<p>Does your solution provide system and application training on the software and any tools? (For example, adding new fields to the table, customizing standard and ad-hoc report, adding a business rule, installing and operating the report writer, etc.). If yes, please describe the training that would be available during implementation and during operations.</p>			
604	<p>Does your solution propose employing a variety of training delivery methods (for example, classroom instruction, webinars, tutorials, etc.)? If yes, please list all of the proposed delivery methods and identify any resource requirements expected of VITA (for example, classroom and broadcast facilities, production of instructional materials etc.).</p>			
605	<p>Does your solution include the capability to provide training using COVA data?</p>			
606	<p>Does your solution provide for courseware content revisions and updates based on feedback obtained during training?</p>			
607	<p>Does your solution include the development of written procedures customized for the solution and its technical environment topics for system, data and application support personnel for use in supporting and maintaining the solution?</p>			
608	<p>Does your solution include development of VITA solution-specific documentation for the following procedures:</p> <ul style="list-style-type: none"> a) Backup and recovery b) Disaster recovery c) Troubleshooting and problem resolution d) Batch processing e) Sizing and tuning f) Upgrades and patches (must address procedures for reapplying all customizations or modifications to all components of the solution) g) Archiving and recalling data h) Monitoring tools for all levels and tiers 			

No.	Solution Implementation Requirements	A	B	C
	<ul style="list-style-type: none"> i) Alarming tools j) Database administration k) Migration of components l) User access (e.g. password management, if applicable) m) Software security n) Help Desk services o) Other, please describe. <p>If no, please list all of the ones not included.</p>			
609	Does your solution include a repository for documents (for example, supplemental email communications for an order, excel spreadsheets, vendor LOA forms, etc.)? If yes, please describe.			
Test Management				
610	Does your solution include a test plan that includes unit testing, systems and integration testing, regression testing, stress testing, backup and recovery testing? If yes, please describe and provide a sample test plan or plans.			
611	<p>Does your solution include a plan for conducting comprehensive user acceptance testing? If yes, please describe in detail, including:</p> <ul style="list-style-type: none"> a) Proposed involvement of VITA/NG users, representative state agency and local government customer users (for both performing and conducting the testing and for test administration and setup) b) Proposed duration and sequencing c) Testing facility/lab requirements and proposed location(s) 			
612	<p>Does your solution's test plan include:</p> <ul style="list-style-type: none"> a) Development of test data b) Development of test scripts c) Conducting the testing d) Analysis of test results including benchmarking e) Reporting of test results f) Resolution of problems identified during testing? <p>If yes, please describe.</p>			
613	Does your solution include a detailed performance test plan to ensure the production environment (hardware, network communications, database, and software) will validate benchmarks as described in the supplier's response to requirements 362 & 363 above?			
614	Does your solution include testing tools? If yes, please identify the tools proposed.			
615	Does your solution include the supplier			

No.	Solution Implementation Requirements	A	B	C
	establishing test environments in accordance with the System Architecture, Configuration Management Plan, and Test Plan?			
616	Does your solution include establishing and maintaining requirements traceability to all test levels (for example, unit, integration and system, regression, stress, and user acceptance tests)?			
617	Does your solution include the identification, tracking, reporting and responding to any defects and problems found in testing? If yes, please describe.			
618	Does your solution include an initial pilot test implementation with a selected group of work units and customer organizations? If yes, please describe and provide a sample plan or plan outline.			
619	Does your solution have the capability of pilot testing by module/component (for example, ordering)?			
Conversion				
620	<p>Does your solution include cleansing, converting and loading legacy data in the new solution, including:</p> <ul style="list-style-type: none"> a) Analyzing the different types of data to develop the best approach for each system b) Defining the new data structures c) Cleansing the data d) Performing the data conversion e) Loading the converted data f) Reporting and analyzing conversion results g) Resolving conversion issues and discrepancies? <p>If yes, describe in detail the supplier's and VITA's proposed roles and responsibilities for these activities and state any assumptions made.</p>			
621	Does your solution include a data conversion plan to bring legacy mainframe and server based data forward into the new solution? If yes, please describe your proposed conversion process including your approach to data formatting, conversion scheduling, conversion script development, data transfer verification, and conversion reporting, and also attach a sample or draft conversion plan.			
622	Does your solution include a data migration plan to bring three years of legacy ordering files (in MS-Word, MS-Outlook, MS-Excel and other formats) contained in a Xerox DocuShare repository forward into the new solution? If yes, please describe your proposed conversion and/or migration process including			

No.	Solution Implementation Requirements	A	B	C
	your approach to data formatting, conversion scheduling, conversion script development, data transfer verification, and conversion reporting, and also attach a sample or draft conversion/migration plan.			
623	Does your solution include a tool that facilitates the mapping and seeding of the new solution from VITA TIBS data files? Please describe.			
624	Does your solution have the capability to convert and load all existing production data (service order: nine years, disconnect: fifteen years, traffic/usage: five years)? If no, please describe how many years of data are proposed for conversion and loading, and how unconverted/unloaded data might be accessed.			
625	Does your solution have the capability to perform post-implementation bulk loading of data into the new solution to support telecommunications source vendor changes?			
626	Does your solution have the capability to include scheduling data conversion so data can be made available for systems and load testing?			
627	Does your solution include a process during implementation for the supplier to notify VITA of the availability of new releases and alternative application and tools software, and to also recommend and obtain VITA approval of any suggested changes to what was originally proposed? If yes, please describe.			
628	Does your solution include the supplier working with the infrastructure service provider to plan and implement any VITA-approved changes or upgrades to the proposed solution components? If yes please describe.			
629	Does your solution provide a method of identifying changes to delivered objects and maintaining traceability to accurately identify all upgrade impacts? If yes, please explain.			
Go-Live and Transition Period Support				
630	Does your solution include a Go-Live Plan that includes validation of system, application and organizational readiness through completion of all Go-Live testing activities (for example, verification of customer sign-on, validation of workflow processing, etc.); and formal acceptance by and handoff to VITA for operations? If yes, please describe and provide a sample plan.			
631	Does your solution include a Post Go-Live transition period? If yes, please describe the proposed duration of the transition and the types and levels of support that would be			

No.	Solution Implementation Requirements	A	B	C
	available (for example, telephone support for customer and VITA staff, guaranteed response times for standard trouble calls, problem resolution and escalation procedures, etc.).			
632	Does your solution include on-site functional and technical support throughout the Go-Live and Transition Period? If yes, describe the type and level of resources that would be available.			
Operations				
633	Does your solution allow Supplier and COVA to perform upgrades without third party assistance? If No, please explain.			
634	Does your solution include an Operations Support Plan documenting all post-transition operational support processes, resources, and activities? If yes, please describe, including any program for knowledge transfer to VITA and NG technical staff, and provide a sample plan.			
635	Does your solution include support for technical and system administrator staff, including, but not limited to, an on-line knowledge base and on-line support mechanism? If yes, please describe the types of support that would be available and how the support would be accessed and delivered.			
636	Does your solution include supplier-conducted user group events and/ or membership in an organized supplier user community that would give VITA an opportunity to share information with other supplier clients and to provide suggested improvements to the supplier? If yes, please describe.			
637	Does your solution include a Technology Road Map for planned software and technology changes over the next 6-10 years? If yes, attach a copy and describe the long-term release and upgrade strategy.			

D. Optional Value Added Services

19. Optional Value Added Services

VITA is interested in learning about any other supplier products or services related to the proposed solution. If Supplier is offering any additional telecommunications services: ordering, expense management, customer re-billing, or other directly-related services that it believes will provide some additional value to the Commonwealth (i.e. invoice receipt and load, hosting of the production version of the solution, electronic payment, invoice audits, expense management capabilities for non-telecommunications services, etc.) then the Supplier is encouraged to describe these in detail in this section.

No.	Value Added Services Requirements	A	B	C
638	Does supplier have the capability to offer any			

No.	Value Added Services Requirements	A	B	C
	type of "Receipt and Load" service for monthly telecommunications vendors invoices (e.g. the Supplier would receive all invoices directly from the vendors on behalf of VITA, convert any paper invoices to electronic format, and then load the detail data into the core solution within a prescribed number of days after receipt of each vendor invoice. VITA would then use its core solution to review, validate, pay and record the invoice data)? If yes, please describe your offering(s), and the value add proposition to VITA.			
639	Does supplier have the capability to host the production version of the solution? If yes, please describe your offering(s), and the value add proposition to VITA.			
640	Does your solution have the capability to provide or support electronic payment by VITA customers of their VITA bill (i.e. electronic fund transfer)? If yes, please describe your offering(s), and the value add proposition to VITA.			
641	Does your solution have the capability to provide application and data management services (as defined in Appendix E, 5.4)? If yes, please describe your offering(s), and the value add proposition to VITA.			
642	Is supplier proposing any other value added services, even if otherwise described by VITA as "out-of-scope"? If yes, please describe your offering(s), and the value add proposition to VITA.			

6. SUPPLIER PROFILE

A. Supplier Proposal Compliance

Before submitting its proposal, Supplier should verify: (i) the proposal is accurate and complete; (ii) the proposal is prepared in accordance with the solicitation requirements, including providing all information, content, responses and appendices requested and, (iii) that all required communication, format and submission instructions are followed.

B. Supplier Corporate Overview

1. Business

State your firm's core business, background, and experience in the relevant market, (not to exceed 3 pages).

2. Corporate Identity

Please provide the identity of any parent corporation, including address, phone and fax numbers, FEIN or tax ID No., company web site and contact email. Provide the identity of any subsidiaries, as applicable (not to exceed 3 pages).

3. Organization and Structure

Supplier is asked to provide an overview of its organizational operating structure and describe the operational and functional relationships of the business units of its organization, as they relate to Supplier's proposal and VITA's stated needs and requirements. Organizational charts are helpful supplements to the descriptions.

Indicate whether your firm expects to provide the Solution with existing resources or plans to secure additional resources by partnering or subcontracting. If applicable, identify the additional resources required to provide the Solution included in the proposal and the timetable for obtaining such resources.

4. Locations

Please describe the geographical locations of your firm at the national, regional, and local levels, as applicable. Identify all locations that will be used to support a resultant contract and the operations handled from these locations. Clearly identify any overseas locations which may be used to support the resultant contract or any related data transactions.

5. Strategic Relationships

Supplier is asked to identify strategic relationships with other related Suppliers. State all subcontractors expected to be employed and outsourced to be used in implementing the proposed solution. Describe the scope and duration of relationships with any proposed subcontractors. VITA reserves the right to request that Supplier provide all the information described in this section for any and all major subcontractors proposed by Supplier.

6. ISO 900X Certification

Please indicate if your firm is ISO certified. Yes or no is sufficient. If "yes", identify the area(s) certified (e.g., services, manufacturing).

C. Financial Information

1. Total Annual Revenue

Please state total annual revenue and indicate the revenues associated with the provision of the Solution relevant to the proposal.

2. Dun and Bradstreet Credit Report

Include your firm's current full D&B Business Report, if D&B issues reports on Supplier.

3. Annual Reports

Please provide certified, audited financial statements (i.e., income statements, balance sheets, cash flow statements) for the most recent three years. (Suppliers having been in business for a shorter period of time are requested to submit any available certified, audited annual financial statements.) VITA may request copies of or access to current and historic annual reports. VITA reserves the right to access a Supplier’s publicly available financial information and to consider such information in its evaluation of such Supplier’s proposal.

4. Research and Development

State the percentage of your firm’s total revenue invested in Research and Development, as appropriate

D. Future, Long Term Vision and Strategic Plans

Provide information on your firm’s future, long-term vision, and strategic plans as they relate to the direction of the proposed solution and describe a clear vision of how your firm plans to support emerging technologies and industry standards.

E. Supplier Experience Level and Customer References

The Supplier should demonstrate a proven record of providing Solutions similar to those defined in Section 5 to customers of similar scope and complexity, preferably public body customers that are utilizing a licensed deployment option hosted at the customer site. If supplier is proposing utilizing subcontractors in order to provide the solution, please include customers who are receiving a similarly provided solution. Provide a minimum of three customer references, with contact names, email addresses, phone numbers, Solution descriptions, and dates implemented which VITA may use in reference checking. VITA will make such reasonable investigations as deemed proper and necessary to determine the ability of a Supplier to perform a resultant contract. These may include, but may not be limited to, reference checks and interviews. The references should be from organizations where Supplier is providing (or has provided) Solutions that are similar in type and scope to those identified in Section 5.

1. Supplier Reference #1: Reference’s Organization Name _____

Reference’s Current Point of Contact Name	Point of Contact E-mail	Point of Contact Phone Number	Reference’s Contract No.
Reference’s Project Manager Name	Project Manager E-mail	Project Manager Phone Number	Project Description
Reference’s Contract Manager Name	Contract Manager E-mail	Contract Manager Phone Number	Date Implemented

2. Supplier Reference #2: Reference’s Organization Name _____

Reference’s Current Point of Contact Name	Point of Contact E-mail	Point of Contact Phone Number	Reference’s Contract No.
Reference’s Project Manager Name	Project Manager E-mail	Project Manager Phone Number	Project Description

Reference's Contract Manager Name	Contract Manager E-mail	Contract Manager Phone Number	Date Implemented

3. Supplier Reference #3: Reference's Organization Name _____

Reference's Current Point of Contact Name	Point of Contact E-mail	Point of Contact Phone Number	Reference's Contract No.
Reference's Project Manager Name	Project Manager E-mail	Project Manager Phone Number	Project Description
Reference's Contract Manager Name	Contract Manager E-mail	Contract Manager Phone Number	Date Implemented

In addition, Supplier is asked to provide a synopsis or case study of results attributable to its commitment to high quality and increased operating efficiency. This is requested to demonstrate the added value the Supplier can offer and indicate Solution efficiencies VITA could expect to realize. Supplier should include documented challenges and how resolution was achieved.

F. Performance Standards Methodology

Please describe the methodology used to develop your firm's internal performance standards, the processes and tools used to monitor and measure performance against those standards, and the management reporting systems that capture these data.

Indicate your firm's present customer satisfaction rating, summarize customer satisfaction criteria, and describe the methodology used to measure customer satisfaction. Please include any relevant publication ratings or articles.

G. Disaster Recovery/Security Plan

Describe in detail you firm's plans to mitigate against any disaster that would affect the ability to provide VITA with the proposed Solution. If your proposal includes any managed and/or hosted services, provide a detailed plan of your firm's security infrastructure including facility and information technology security.

H. Small Businesses

It is the policy of the Commonwealth of Virginia to contribute to the establishment, preservation and strengthening of small businesses including small businesses owned by women, minorities or service-disabled veterans, to encourage their participation in State procurement activities. The Commonwealth encourages all Suppliers to provide for the participation of these small businesses through partnerships, joint ventures, subcontracts, and other contractual opportunities. Appendix B contains information on reporting subcontractor spend data.

A Supplier which is a small business, a women-owned business or a minority-owned business, as defined in § 2.2-1401 of the Code of Virginia, and is certified by the Department of Minority Business Enterprise (DMBE), should include a copy of its certification or certification number in its proposal. No Supplier shall be considered a small business, a

women-owned business or a minority-owned business unless certified by DMBE. Go to: <http://www.dmbv.virginia.gov> .

Provide a Small Business Subcontracting Plan as set forth in Appendix B. If Supplier does not plan to use small business subcontractors in executing a contract resulting from this RFP, so state.

I. Service and Support Management

1. Post Implementation Plan

Provide detailed description of the approach that you would recommend in order to achieve maximum service levels within a minimal amount of time following service implementation.

2. Account Management Plan

Supplier is asked to provide a detailed description of the approach it would take to manage the business and performance aspects of a resultant contract.

By submitting a proposal, Supplier agrees that it shall, if awarded a contract pursuant to this RFP, consent to participation in the meeting(s) of the Steering Committee described in the Steering Committee section of the Contract document, "TEBS RFP 2014-09 Solution Contract.doc", provided under separate cover with this RFP. Please identify the titles and areas of responsibility of persons who you firm would commit to serve on this Steering Committee.

3. Project Team

Provide the resumes of all key members of the supplier project team (both during implementation and post implementation account support) including, if applicable:

Supplier Key Project Roles (note: one supplier resource may fill more than one role)	Proposed Supplier Resource	Certifications	Resource Location (note: include where each resource will be located)	Percentage of FTE
Account Manager				
Contract Administrator				
Project Manager				
Deputy Project Manager				
Functional Lead				
Technical Lead				
Configuration Management Lead				
Conversion Lead				
System Interface Lead				
Change Leadership Lead				
Training Lead				
Quality Assurance Lead				
Business Process Redesign Lead				
Test Manager				
Other (please describe)				
Other (please				

Supplier Key Project Roles (note: one supplier resource may fill more than one role)	Proposed Supplier Resource	Certifications	Resource Location (note: include where each resource will be located)	Percentage of FTE
describe)				

Describe also any assumptions that have been made with regard to the commitment and availability of VITA and NG project management, functional, and technical personnel (list all key roles and percentage of FTE).

If an onsite or dedicated presence is part of the proposed solution, Supplier is asked to forward the resumes of the top three candidates potentially available to lead the Supplier’s onsite efforts.

Describe the level of access the proposed project team members have within your organization and the authority they have to commit resources to meet unexpected surges in activity and/or to respond to service issues.

Provide the time frame for the availability of project team members and the percentage of time these individuals are expected to be assigned to the VITA account. VITA may require Supplier to involve VITA in the selection and rotation of any key account team members assigned to VITA.

Provide a staffing contingency plan for both replacing any staff losses and augmenting staff if needed to ensure meeting the Project’s schedule.

7. PRICING INFORMATION

Submit all pricing data in the “TEBS RFP 2014-09 Appendix C Pricing Workbook.xls”. This appendix is provided under separate cover. The Workbook contains a “Contents and Instructions” worksheet, and worksheets (in separate tabs) that the Supplier must complete as part of their proposal, for entering pricing information concerning software licensing and maintenance/support costs, project management and implementation-related costs, and all other proposal costs (these are then automatically totaled on yet another worksheet to derive the Supplier’s four-year grand total for the Solution). There are also worksheets for the Supplier’s labor rate card (for resources offered on a “time and materials” (T&M) basis), for identifying pricing assumptions made by the Supplier, and an optional worksheet that the Supplier should complete for any “value-add” services it might wish to offer.

In addition to the Workbook’s “Contents and Instructions” general instructions, each individual worksheet contains instructions specific to that topic. VITA requests that each Supplier provide detailed pricing for each of the pricing methods set forth. Pricing must be comprehensive. All one-time and recurring costs and any underlying assumptions on the part of Supplier must be clearly, conspicuously and fully disclosed. Additional information and backup detail should be provided and/or attached as appropriate. Any scheduled price change must be identified, and actual new prices and proposed effective dates must be stated. Each worksheet contains fields for the Supplier to add “Supplier Comments” for each item, and to also add any “General Notes” to each worksheet. If the price for an element/item is "\$0", then enter "\$0"; do not leave the cell empty/blank. Altered formats or blank required fields will be deemed an incomplete submission, and may cause proposals to be eliminated from further consideration.

The Supplier must be willing and able to successfully provide the Solution proposed for the prices given and to complete the project on a firm fixed-price basis. The Supplier's pricing proposal must include all charges of any kind associated with the Solution. Pricing must include the Industrial Funding Adjustment (see Section 8 of this RFP) and eVA fees. VITA will not be liable for any fees or charges for the Solution that are not set forth in the Appendix C. Pricing Workbook. Any attempt to add fees to submitted pricing will not be considered.

Pricing information supplied with a proposal must be valid for at least 180 calendar days from the date that proposals are due. If Supplier is reserving the option to withdraw the pricing during that period, it must state so clearly in its proposal.

Supplier shall disclose pricing assumptions where possible. For example, if unit price is based on a certain volume, that assumption should be indicated. Supplier shall clearly identify any discount targets/ranges available. Aggregate discounts for all Authorized Users are requested.

8. VITA STANDARD AGREEMENT

Any resulting agreement shall be defined by a written contract, which shall be binding only when fully executed by both parties. A copy of VITA's standard Solution contract is provided as part of this RFP as a separate MS Word document titled, "TEBS RFP 2014-09 Solution Contract". If supplier offers VITA optional value added services or other alternate solution approaches, VITA reserves the right to propose and negotiate additional contract terms and conditions for supplier review and acceptance.

In the event Supplier is a software reseller, VITA will consider the software publisher's license agreement language if the software publisher requires an End User License Agreement (EULA). In such case, Supplier is advised that VITA will require Supplier to obtain VITA's License Agreement Addendum to such EULA to address terms and conditions in such EULA with which VITA, as a government entity, by law or by policy, cannot agree.

If a Supplier's proposed Solution requires VITA to execute a EULA, Supplier shall contact the SPOC, who will provide Supplier with VITA's "License Agreement Addendum" terms.

The final terms and conditions of the contract shall be agreed upon during negotiations; however, VITA's business requirements are embodied in its standard agreements and Supplier is to give them the same careful review and consideration as the other requirements set forth in this RFP.

Provide your comments regarding any exceptions in the form of margin notes or redline the document with your suggested language where required. Suppliers are encouraged to utilize the SPOC to address any questions you may have regarding any part of the VITA Contract.

Include the completed table below in your response to this RFP.

Issue:	Supplier's response (Y & N)
Do you agree that the contents of your response to Sections 5 and 7 will become part of any contract that may be entered into as a result of this RFP?	
Will you agree to begin measuring the service level (Appendix A) within 60 days of the implementation of the Solution?	
The contract will include performance standards, measurement criteria and significant corresponding financial remedies. Do you agree to include the Service Levels and remedies for non-compliance as defined in Appendix A in the final contract?	
Do you agree that all provisions of the VITA Contract NOT redlined or so noted are acceptable?	
Do you acknowledge that you will submit a Small Business Subcontracting Plan stating whether or not and how you will be utilizing small businesses in your proposal?	
Supplier acknowledges that no federal funds may be used to obtain any Service/Solution under a contract awarded, pursuant to this RFP, to any Supplier who appears on any excluded lists on the federal government's System for Award Management (SAM) at www.sam.gov .	
If Supplier proposes a solution that will require the Commonwealth to execute a EULA, either as a signed agreement or as "clickwrap", with a software manufacturer, Supplier shall, for each such software manufacturer, obtain the written consent of such software manufacturer to the terms and conditions of VITA's "License Agreement	

<p>Addendum” attached as Exhibit F and provide a copy of each such consent with its proposal.</p>	
<p>Do you affirm that your response meets all of the Mandatory requirements listed in section 2.P?</p>	
<p>Do you affirm that your organization is properly registered with the Virginia State Corporation Commission to conduct business in the Commonwealth? Supplier is to complete Appendix D and submit with its proposal.</p>	
<p>Do you affirm that your organization and all affiliates are current with all sales tax obligations to the Commonwealth as of the due date of the proposals in response to this RFP?</p>	
<p>Do you agree to accept the provisions at the following URLs: http://www.vita.virginia.gov/uploadedFiles/SCM/StatutorilyMandatedTsandCs.pdf; and the eVA provisions at: http://www.vita.virginia.gov/uploadedFiles/SCM/eVATsandCs.pdf and the contractual claims provision §2.2-4363 of the Code of Virginia.</p>	
<p>Do you agree to comply with the Supplier’s Monthly Report of Sales and Industrial Funding Adjustment requirements (see details in standard contract included as an Attachment to the RFP)?</p>	
<p>Do you acknowledge that the IT infrastructure needed to support the Solution (system and network hardware and software will be provided by VITA’s IT partner, Northrop Grumman, and this must be accounted for in the implementation schedule?</p>	

Appendix A – Service Level Agreements (SLAs)

To be effective 60 days following the implementation and acceptance of the Solution.

Please submit your SLA's using the chart below, or something similar, including the applicable remedies in the event the standards are not achieved. VITA is interested in supplier SLAs that contain measurable performance standards, specific levels of achieving those standards, and remedies for missing them. Please include: number of concurrent users supported, number of simultaneous users supported, response time (i.e. time between mouse / key click and receiving response) and all others. If you have varying levels of SLAs (basic, high, etc.) as options, please include them. The information in the table below is only for example.

Performance Standard	Measurement	Measurement period	% Level	Service Price	Remedy
Number of concurrent users supported					
Number of simultaneous users supported					
Response time (i.e. time between mouse / key click and receiving response)					
Other					

Appendix B - SWaM Subcontracting Monthly Report and Small Business Subcontracting Plan

A. SWaM Subcontracting Monthly Report

By the 10th day of every month, Supplier shall submit to VITA the Small, Woman, Minority-Owned Business (SWaM) Subcontracting Monthly Report (template available at <http://www.vita.virginia.gov/procurement/documents/SWaMSubcontractingReportTemplate.xls>) Supplier's report should include spend on all Supplier's contracts with second-tier small business suppliers which provide products or Service/Solution under this Contract. The report should specify the amount of such spend provided to SWaM vendors, by SWaM category, regardless of such SWaM vendors' certification status. Supplier shall submit the report to SWaM@vita.virginia.gov.

B. Small Business Subcontracting Plan

Per RFP Section 6,G, provide a Small Business Subcontracting Plan as set forth in the format below. If Supplier does not plan to use small business subcontractors in executing a contract resulting from this RFP, so state.

Small Business Subcontracting Plan

All small businesses must be certified by the Commonwealth of Virginia, Department of Minority Business Enterprise (DMBE) by the contract award date to participate in the SWAM program. Certification applications are available through DMBE online at www.dmbv.virginia.gov.

Offeror Name: _____

Preparer Name: _____ Date: _____

Instructions

- A. If you are certified by the Department of Minority Business Enterprise (DMBE) as a small business, complete only Section A of this form. This shall not exclude DMBE-certified women, minority or service-disabled veterans-owned businesses when they have received DMBE small business certification.
- B. If you are not a DMBE-certified small business, complete Section B of this form.

Section A

If your firm is certified by the Department of Minority Business Enterprise (DMBE), are you certified as a (check only one below):

- _____ Small Business
- _____ Small and Women-owned Business
- _____ Small and Minority-owned Business
- _____ Small Service Disabled Veteran-owned Business

Certification Number: _____

Certification Date: _____

Section B

Populate the table below to show your firm's plans for utilization of DMBE-certified small businesses in the performance of this contract. This shall not exclude DMBE-certified women, minority or service disabled veteran-owned businesses when they have received the DMBE small business certification.

Appendix C – Pricing

See Microsoft Excel document “TEBS RFP 2014-09 Appendix C Pricing Workbook” for the pricing workbook, provided under separate cover.

Appendix D – State Corporation Commission Form

Virginia State Corporation Commission (SCC) registration information. The Supplier:

is a corporation or other business entity with the following SCC identification number:
_____ **-OR-**

is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **-OR-**

is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Supplier in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from Supplier's out-of-state location) **-OR-**

is an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned Supplier's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

****NOTE**** >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for proposals (the Commonwealth reserves the right to determine in its sole discretion whether to allow such waiver):

Appendix E – Supplemental Information

See Microsoft Word document “TEBS RFP 2014-09 Appendix E Supplemental Information” for supplemental information, provided under separate cover.

- A. Telco Services**
- B. Current Workflow**
- C. Forms and Reports**
- D. Technical**
- E. Implementation**
- F. Glossary**