



State of North Carolina Department of Health and Human Services

Division of Child Development and
Early Education (DCDEE) – Workforce Registry
and NC Pre-K and Regulatory System Replacement

RFP#: 30-23189 | August 17, 2023

STATE OF NORTH CAROLINA Department of Health and Human Services	REQUEST FOR PROPOSAL NO. 30-23189	
	Offers will be publicly opened:	
	Issue Date: June 27, 2023	
Refer <u>ALL</u> inquiries regarding this RFP to: Maureen Salman Contract Specialist Office of Procurements, Contracts and Grants maureen.salman@dhhs.nc.gov	Commodity Number: 811118	
	Description: DCDEE - Workforce Registry and NC Pre-K and Regulatory System Replacement	
	Purchasing Agency: Department of Health and Human Services (DHHS), Division of Child Development and Early Education (DCDEE)	
	Requisition No.: [REDACTED]	

OFFER

The Purchasing Agency solicits offers for Services and/or goods described in this solicitation. All offers and responses received shall be treated as Offers to contract as defined in 9 NCAC 06A.0102(12).

EXECUTION

In compliance with this Request for Proposal, and subject to all the conditions herein, the undersigned offers and agrees to furnish any or all Services or goods upon which prices are offered, at the price(s) offered herein, within the time specified herein.

Failure to execute/sign offer prior to submittal shall render offer invalid. Late offers are not acceptable.

OFFEROR: DELOITTE CONSULTING LLP		
STREET ADDRESS: 150 FAYETTEVILLE ST, SUITE 1000	P.O. BOX: N/A	ZIP: 27601
CITY, STATE & ZIP: RALEIGH, NC, 27601	TELEPHONE NUMBER: [REDACTED]	TOLL FREE TEL. NO: N/A
PRINT NAME & TITLE OF PERSON SIGNING: [REDACTED]	FAX NUMBER: N/A	
AUTHORIZED SIGNATURE: [REDACTED]	DATE: 8/17/2023	E-MAIL: SAMBHAT@DELOITTE.COM

Offer valid for ninety (90) days from date of offer opening unless otherwise stated here: ____ days

ACCEPTANCE OF OFFER

If any or all parts of this offer are accepted, an authorized representative of DCDEE shall affix its signature hereto and any subsequent Request for Best and Final Offer, if issued. Acceptance shall create a contract having an order of precedence as follows: Best and Final Offers, if any, Special terms and conditions specific to this RFP, Specifications of the RFP, the Department of Information Technology Terms and Conditions, Department of Health and Human Services Terms and Conditions, and the agreed portion of the awarded Vendor's Offer. A copy of this acceptance will be forwarded to the awarded Vendor(s).

FOR PURCHASING AGENCY USE ONLY

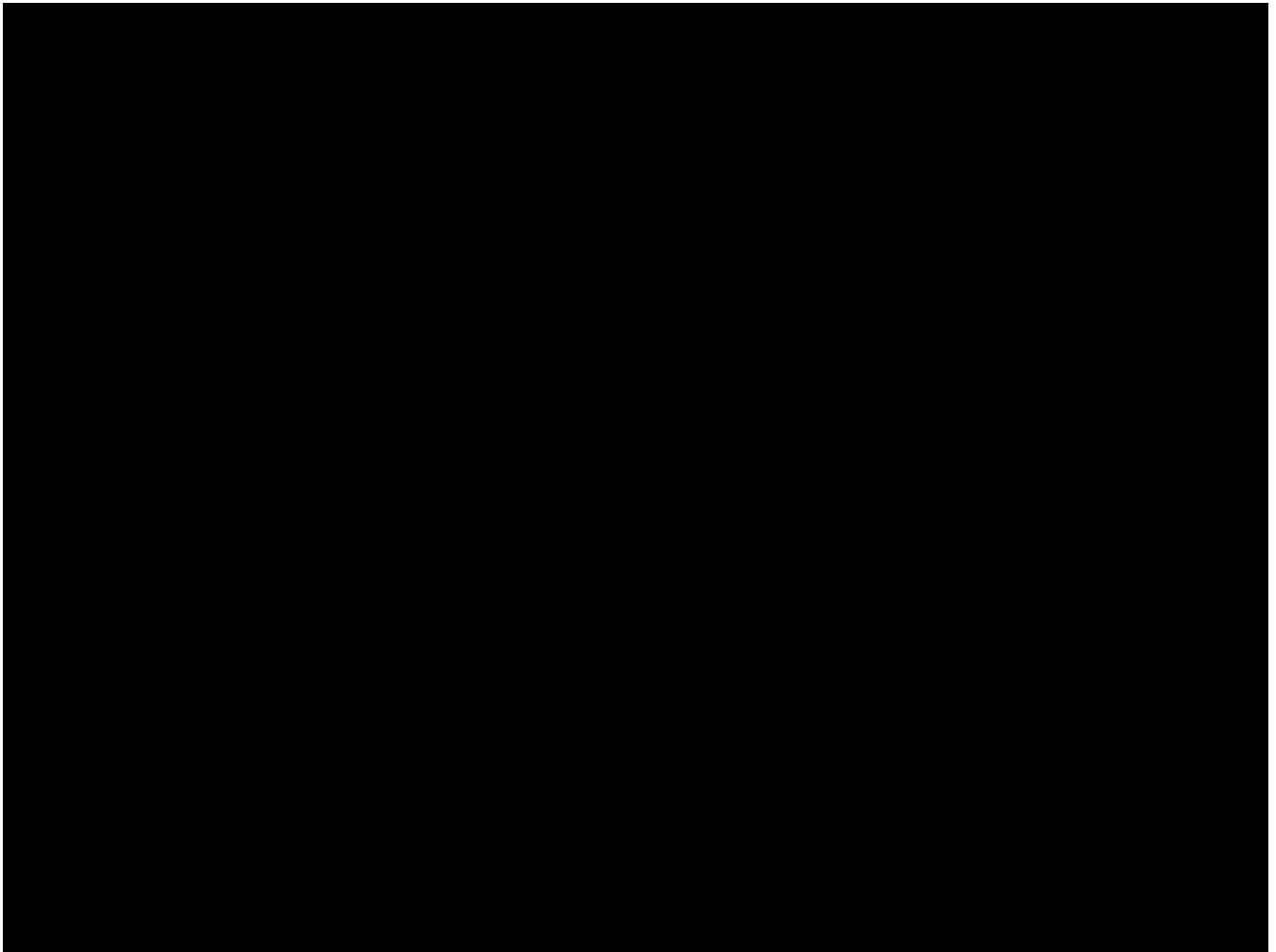
Offer accepted and contract awarded this date, as indicated on attached certification, by

[Reference source not found.](#)

(Authorized representative of Purchasing Agency Name [Error!](#))

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State of North Carolina Department of Health and Human Services
Division of Child Development and Early Education
RFP No: 30-23189



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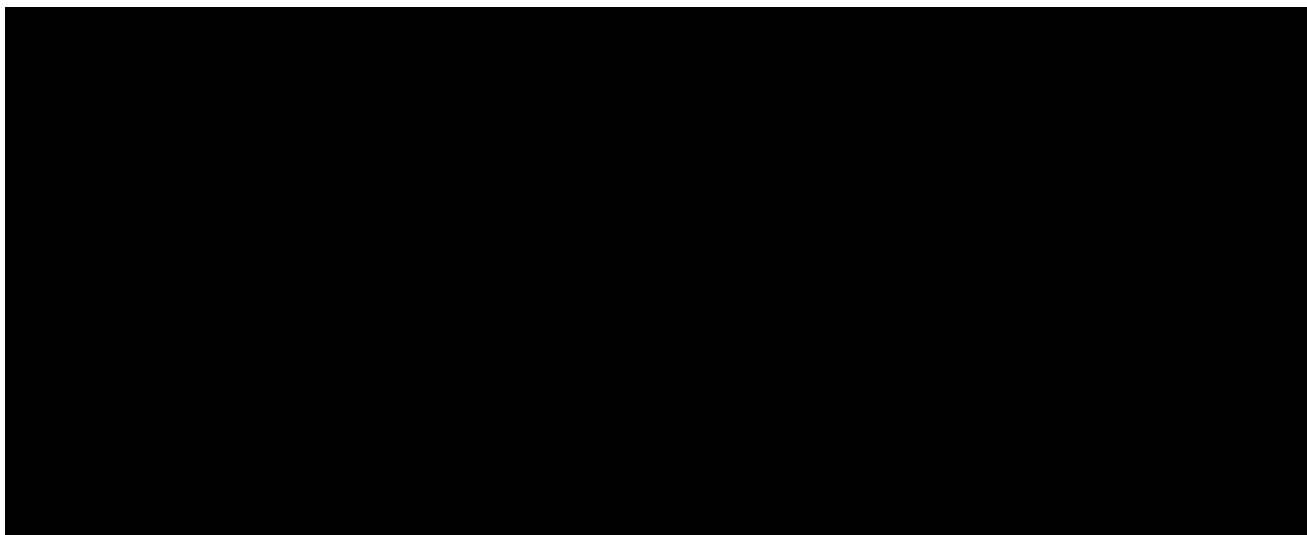
the 1990s, the number of people in the United States who are 65 years of age and older has increased by 50 percent, and the number of people 75 years of age and older has increased by 100 percent. The number of people 85 years of age and older has increased by 200 percent. The number of people 95 years of age and older has increased by 400 percent. The number of people 100 years of age and older has increased by 1,000 percent. The number of people 105 years of age and older has increased by 2,000 percent. The number of people 110 years of age and older has increased by 4,000 percent. The number of people 115 years of age and older has increased by 8,000 percent. The number of people 120 years of age and older has increased by 16,000 percent. The number of people 125 years of age and older has increased by 32,000 percent. The number of people 130 years of age and older has increased by 64,000 percent. The number of people 135 years of age and older has increased by 128,000 percent. The number of people 140 years of age and older has increased by 256,000 percent. The number of people 145 years of age and older has increased by 512,000 percent. The number of people 150 years of age and older has increased by 1,024,000 percent. The number of people 155 years of age and older has increased by 2,048,000 percent. The number of people 160 years of age and older has increased by 4,096,000 percent. The number of people 165 years of age and older has increased by 8,192,000 percent. The number of people 170 years of age and older has increased by 16,384,000 percent. The number of people 175 years of age and older has increased by 32,768,000 percent. The number of people 180 years of age and older has increased by 65,536,000 percent. The number of people 185 years of age and older has increased by 131,072,000 percent. The number of people 190 years of age and older has increased by 262,144,000 percent. The number of people 195 years of age and older has increased by 524,288,000 percent. The number of people 200 years of age and older has increased by 1,048,576,000 percent. The number of people 205 years of age and older has increased by 2,097,152,000 percent. The number of people 210 years of age and older has increased by 4,194,304,000 percent. The number of people 215 years of age and older has increased by 8,388,608,000 percent. The number of people 220 years of age and older has increased by 16,777,216,000 percent. The number of people 225 years of age and older has increased by 33,554,432,000 percent. The number of people 230 years of age and older has increased by 67,108,864,000 percent. The number of people 235 years of age and older has increased by 134,217,728,000 percent. The number of people 240 years of age and older has increased by 268,435,456,000 percent. The number of people 245 years of age and older has increased by 536,870,912,000 percent. The number of people 250 years of age and older has increased by 1,073,741,824,000 percent. The number of people 255 years of age and older has increased by 2,147,483,648,000 percent. The number of people 260 years of age and older has increased by 4,294,967,296,000 percent. The number of people 265 years of age and older has increased by 8,589,934,592,000 percent. The number of people 270 years of age and older has increased by 17,179,869,184,000 percent. The number of people 275 years of age and older has increased by 34,359,738,368,000 percent. The number of people 280 years of age and older has increased by 68,719,476,736,000 percent. The number of people 285 years of age and older has increased by 137,438,953,472,000 percent. The number of people 290 years of age and older has increased by 274,877,906,944,000 percent. The number of people 295 years of age and older has increased by 549,755,813,888,000 percent. The number of people 300 years of age and older has increased by 1,099,511,627,776,000 percent. The number of people 305 years of age and older has increased by 2,199,023,255,552,000 percent. The number of people 310 years of age and older has increased by 4,398,046,511,104,000 percent. The number of people 315 years of age and older has increased by 8,796,093,022,208,000 percent. The number of people 320 years of age and older has increased by 17,592,186,044,416,000 percent. The number of people 325 years of age and older has increased by 35,184,372,088,832,000 percent. The number of people 330 years of age and older has increased by 70,368,744,177,664,000 percent. The number of people 335 years of age and older has increased by 140,737,488,355,328,000 percent. The number of people 340 years of age and older has increased by 281,474,976,710,656,000 percent. The number of people 345 years of age and older has increased by 562,949,953,421,312,000 percent. The number of people 350 years of age and older has increased by 1,125,899,906,842,624,000 percent. The number of people 355 years of age and older has increased by 2,251,799,813,685,248,000 percent. The number of people 360 years of age and older has increased by 4,503,599,627,370,496,000 percent. The number of people 365 years of age and older has increased by 9,007,199,254,740,992,000 percent. The number of people 370 years of age and older has increased by 18,014,398,509,481,984,000 percent. The number of people 375 years of age and older has increased by 36,028,797,018,963,968,000 percent. The number of people 380 years of age and older has increased by 72,057,594,037,927,936,000 percent. The number of people 385 years of age and older has increased by 144,115,188,075,855,872,000 percent. The number of people 390 years of age and older has increased by 288,230,376,151,711,744,000 percent. The number of people 395 years of age and older has increased by 576,460,752,303,423,488,000 percent. The number of people 400 years of age and older has increased by 1,152,921,504,606,846,976,000 percent. The number of people 405 years of age and older has increased by 2,305,843,009,213,693,952,000 percent. The number of people 410 years of age and older has increased by 4,611,686,018,427,387,904,000 percent. The number of people 415 years of age and older has increased by 9,223,372,036,854,775,808,000 percent. The number of people 420 years of age and older has increased by 18,446,744,073,709,551,616,000 percent. The number of people 425 years of age and older has increased by 36,893,488,147,419,103,232,000 percent. The number of people 430 years of age and older has increased by 73,786,976,294,838,206,464,000 percent. The number of people 435 years of age and older has increased by 147,573,952,589,676,412,928,000 percent. The number of people 440 years of age and older has increased by 295,147,905,179,352,825,856,000 percent. The number of people 445 years of age and older has increased by 590,295,810,358,705,651,712,000 percent. The number of people 450 years of age and older has increased by 1,180,591,620,717,411,303,424,000 percent. The number of people 455 years of age and older has increased by 2,361,183,241,434,822,606,848,000 percent. The number of people 460 years of age and older has increased by 4,722,366,482,869,645,213,696,000 percent. The number of people 465 years of age and older has increased by 9,444,732,965,739,290,427,392,000 percent. The number of people 470 years of age and older has increased by 18,889,465,931,478,580,854,784,000 percent. The number of people 475 years of age and older has increased by 37,778,931,862,957,161,709,568,000 percent. The number of people 480 years of age and older has increased by 75,557,863,725,914,323,419,136,000 percent. The number of people 485 years of age and older has increased by 151,115,727,451,828,646,838,272,000 percent. The number of people 490 years of age and older has increased by 302,231,454,903,657,293,676,544,000 percent. The number of people 495 years of age and older has increased by 604,462,909,807,314,587,353,088,000 percent. The number of people 500 years of age and older has increased by 1,208,925,819,614,629,174,706,176,000 percent. The number of people 505 years of age and older has increased by 2,417,851,639,229,258,349,412,352,000 percent. The number of people 510 years of age and older has increased by 4,835,703,278,458,516,698,824,704,000 percent. The number of people 515 years of age and older has increased by 9,671,406,556,917,033,397,649,408,000 percent. The number of people 520 years of age and older has increased by 19,342,813,113,834,066,795,298,816,000 percent. The number of people 525 years of age and older has increased by 38,685,626,227,668,133,590,597,632,000 percent. The number of people 530 years of age and older has increased by 77,371,252,455,336,267,181,195,264,000 percent. The number of people 535 years of age and older has increased by 154,742,504,910,672,534,362,390,528,000 percent. The number of people 540 years of age and older has increased by 309,485,009,821,345,068,724,781,056,000 percent. The number of people 545 years of age and older has increased by 618,970,019,642,690,137,449,562,112,000 percent. The number of people 550 years of age and older has increased by 1,237,940,039,285,380,274,899,124,224,000 percent. The number of people 555 years of age and older has increased by 2,475,880,078,570,760,549,798,248,448,000 percent. The number of people 560 years of age and older has increased by 4,951,760,157,141,521,099,596,496,896,000 percent. The number of people 565 years of age and older has increased by 9,903,520,314,283,042,199,193,993,792,000 percent. The number of people 570 years of age and older has increased by 19,807,040,628,566,084,398,387,

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Table of Contents

Section B

RFP Reference: 6.3.2, OFFER ORGANIZATION; Point b, Page 33

Within each section of its offer, Vendor should address the items in the order in which they appear in this RFP. Forms, or attachments or exhibits, if any provided in the RFP, must be completed and included in the appropriate section of the offer. All discussion of offered costs, rates, or expenses must be presented in Section 4.0. Cost of Vendor's Offer.

The offer should be organized and indexed in the following format and should contain, at a minimum, all listed items below.

b) Table of Contents

Executive Summary	1
Description of Vendor Submitting Offer Form (Attachment D)	9
Vendor Response to Specifications and Requirements	12
Security Vendor Readiness Assessment Report (VRAR)	307
Architecture Diagrams	308
Cost Form for Vendor's Offer (Attachment E)	310
Schedule of Offered Solution	323
Signed Vendor Certification Form (Attachment F)	325
Location of Workers Utilized by Vendor Form (Attachment G)	327
References (Attachment H)	329
Financial Statements (Attachment I)	338
Errata and Exceptions	340
Vendor's License and Maintenance Agreements, and Third-Party License Agreements	344
Supporting Materials	345
Other Supporting Materials	346
Solicitation Documentation	347
Draft Project Deliverables	348

Description of Vendor Submitting Offer Form (Attachment D)

Section C

RFP Reference: 6.3.2, OFFER ORGANIZATION; Point c, Page 33

c) Description of Vendor Submitting Offer Form (Attachment D)

Please see our response to Attachment D on the next page.

ATTACHMENT D: DESCRIPTION OF OFFEROR

Provide the information about the offeror.

Offeror's full name	Deloitte Consulting LLP
Offeror's address	150 Fayetteville Street Suite 1000 Raleigh NC 27601-2957
Offeror's telephone number	(804) 514-8244
Ownership	<input type="checkbox"/> Public <input type="checkbox"/> Partnership <input type="checkbox"/> Subsidiary <input checked="" type="checkbox"/> Other (specify) – Limited Liability Partnership
Date established	The predecessor organizations of Deloitte date back 175 years. Deloitte Consulting LLP became a limited liability partnership in Delaware in 2003. Deloitte Consulting LLP is a subsidiary of Deloitte LLP, which is also a limited liability partnership registered in Delaware.
If incorporated, State of incorporation.	Delaware
North Carolina Secretary of State Registration Number, if currently registered	0711518
Number of full-time employees on January 1 st for the last three years or for the duration that the Vendor has been in business, whichever is less.	<div>██████████</div> <div>██████████</div> <div>██████████</div>
Offeror's Contact for Clarification of offer: Contact's name Title Email address and Telephone Number	<div>████████████████████</div> <div>██████</div> <div>████████████████████</div> <div>██████████</div>
Offeror's Contact for Negotiation of offer: Contact's name Title Email address and Telephone Number	<div>██████████</div> <div>██████████████</div> <div>████████████████</div> <div>██████████</div>

If Contract is Awarded, Offeror's Contact for Contractual Issues: Contact's name Title Email address and Telephone Number	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
If Contract is Awarded, Offeror's Contact for Technical Issues: Contact's name Title Email address and Telephone Number	[REDACTED] [REDACTED] [REDACTED] [REDACTED]

HISTORICALLY UNDERUTILIZED BUSINESSES

Historically Underutilized Businesses (HUBs) consist of minority, women and disabled business firms that are at least fifty-one percent owned and operated by an individual(s) of the categories. Also included as HUBs are disabled business enterprises and non-profit work centers for the blind and severely disabled."

Pursuant to N.C.G.S. §§ 143B-1361(a), 143-48 and 143-128.4, the State invites and encourages participation in this procurement process by businesses owned by minorities, women, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled. This includes utilizing subcontractors to perform the required functions in this RFP. Contact the North Carolina Agency of historically Underutilized Businesses at 919-807-2330 with questions concerning NC HUB certification.
<http://ncadmin.nc.gov/businesses/hub>

Respond to the questions below.

1. Is Vendor a Historically Underutilized Business? ☐ Yes ☒ No

2. Is Vendor Certified with North Carolina as a Historically Underutilized Business? ☐ Yes
☒ No

If so, state HUB classification:

Section D

3.1 GENERAL REQUIREMENTS AND SPECIFICATIONS

3.1.1 REQUIREMENTS

RFP Reference: General Requirements And Specifications , Requirements, Page 8

3.1.1 REQUIREMENTS

Means, as used herein, a function, feature, or performance that the system must provide. See subsequent sections for requirements.

The Department of Health and Human Services (DHHS,) Division of Child Development and Early Childhood Development (DCDEE) seeks a comprehensive, highly configurable, and fully integrated Regulatory System, Workforce Registry, and Pre-K solution for their early education and care programs approved, funded, and/or monitored by the State of North Carolina. The proposed solution automates manual business processes within the Division and across North Carolina's mixed-delivery early childhood system with the goal of improving the operational efficiency and effectiveness of various end users (providers, educators, and DCDEE staff.) This comprehensive, low-code, and highly configurable solution serve as a secure, trusted data source for information pertaining to licensed early childhood programs and the professionals and educators it employs in North Carolina.

The Divisions' current legacy systems do not interface with one another and do not provide agency and early childhood program staff with real-time data to inform data-driven policy and programmatic adjustments to improve service delivery for children and families. This inevitably results in a highly manual, paper driven, and time-consuming processes and challenges in reporting and administrative oversight, funding, and monitoring.

[illegible]

[REDACTED]

Regulatory System

[REDACTED]

Component	Meeting Your Requirement
Licensure	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
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	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
Monitoring	[REDACTED]
	[REDACTED]
	[REDACTED]
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	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
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	[REDACTED]
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Component	Meeting Your Requirement
Quality Rating & Improvement System (QRIS)	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
Provider Portal	[REDACTED]
	[REDACTED]
	[REDACTED]
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	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
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Corrective Action & Technical Assistance (TA)	[REDACTED]
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	[REDACTED]
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	[REDACTED]
Complaints, Incidents & Investigations	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
Subsidy Provider Compliance Business Specifications	[REDACTED]
	[REDACTED]
	[REDACTED]

Component	Meeting Your Requirement

Figure 4. Regulatory System Components and Requirements.

Early Educator Workforce Registry

Component	Meeting Your Requirement
Training Assignment and Approval	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
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QRIS	[Redacted]
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Grants Application and Evaluation	[Redacted]
	[Redacted]
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Staff Qualifications, Certifications and Accreditations	[Redacted]
	[Redacted]
	[Redacted]
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Survey Distribution	[Redacted]
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Component	Meeting Your Requirement
Reporting and Analytics	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]

Figure 5. Educator Workforce Registry Components and Requirements.

North Carolina Pre-Kindergarten (NC Pre-K) System

North Carolina has a State-funded Pre-Kindergarten program aimed at providing children with early learning instruction during their critical brain development years. The Pre-K eligibility and program requirements differ from the parameters outlined in the Child Care Development Block Grant (CCDBG), the nation's federal block grant which supports child care public assistance for low-income families. As such, the State requires a statewide solution to support both families and contracted agencies (providers) manage the requirements associated with the program design and delivery.

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

Component	Meeting Your Requirement
Administrative Functions and Roles	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
Child Application	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]

FID Vendor Response to Specifications and Requirements Section D Page 18

Component	Meeting Your Requirement
Worker Portal (Workflows)	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
Interfaces	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
Notifications, Triggers, and Alerts	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]

Figure 6. NC Pre-K Solution Components and Requirements.

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

RFP Reference: General Requirements And Specifications , Specifications , Page 8

3.1.2 SPECIFICATIONS

Means, as used herein, a specification that documents the function and performance of a system or system component.

[REDACTED]

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

[REDACTED]

Module	Meeting Your Specification
Workflow Management	
Data Management	

Module	Meeting Your Specification
Usability	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
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Document Management	[REDACTED]
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Forms Management	[REDACTED]
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Print Management	[REDACTED]
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Scheduling	[REDACTED]
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Module	Meeting Your Specification
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
Communication (alerts, reminders, emails, text)	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
Interface, Network, Security	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
Report Management	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
Administration	[Redacted]
	[Redacted]
Error Management	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]

Module	Meeting Your Specification
	[REDACTED]
	[REDACTED]
Payment Processing	[REDACTED]
	[REDACTED]
	[REDACTED]
User Management	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
Accounting and Budgeting	[REDACTED]
	[REDACTED]
Classroom Management	[REDACTED]
	[REDACTED]
Survey Management	[REDACTED]
	[REDACTED]
	[REDACTED]

Figure 7. Meeting Your Specifications.

3.1.3 SITE AND SYSTEM PREPARATION

RFP Reference: General Requirements And Specifications , Site And System Preparation , Page 8

3.1.3 SITE AND SYSTEM PREPARATION

Vendors shall provide the Purchasing State Agency complete site requirement specifications for the Deliverables, if any. These specifications shall ensure that the Deliverables to be installed or implemented shall operate properly and efficiently within the site and system environment. Any alterations or modification in site preparation, which are directly attributable to incomplete or erroneous specifications provided by the Vendor and which would involve additional expenses to the State, shall be made at the expense of the Vendor.

[REDACTED]

3.1.4 EQUIVALENT ITEMS

RFP Reference: General Requirements And Specifications, Equivalent Items, Page 8

3.1.4 EQUIVALENT ITEMS

Whenever a material, article or piece of equipment is identified in the specification(s) by reference to a manufacturers or Vendor's name, trade name, catalog number or similar identifier, it is intended to establish a standard for determining substantial conformity during evaluation, unless otherwise specifically stated as a brand specific requirement (no substitute items will be allowed). Any material, article or piece of equipment of other manufacturers or Vendors shall perform to the standard of the item named. Equivalent offers must be accompanied by sufficient descriptive literature and/or specifications to provide for detailed comparison.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

3.1.5 ENTERPRISE LICENSING

RFP Reference: General Requirements And Specifications, Enterprise Licensing , Page 9

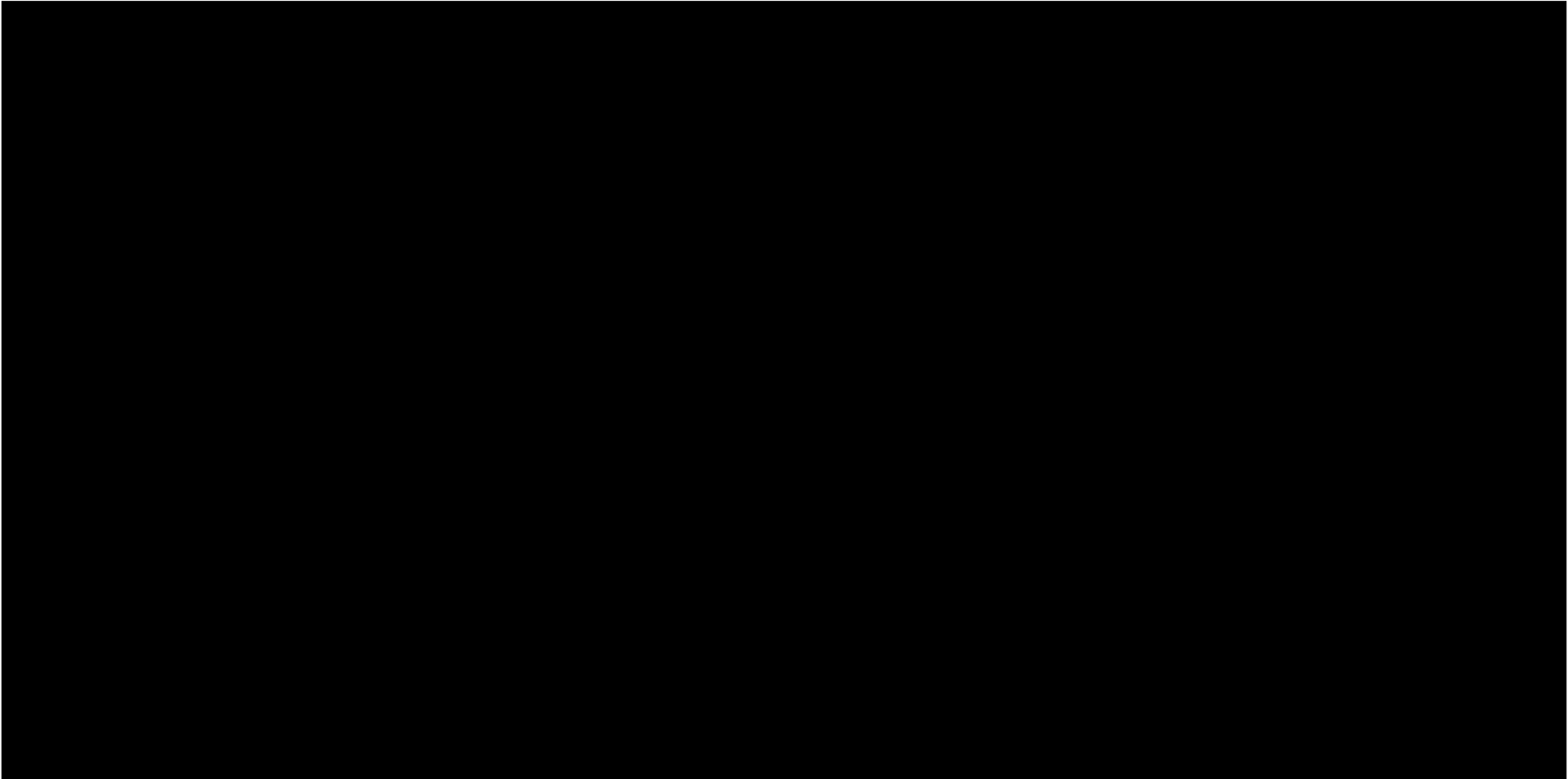
3.1.5 ENTERPRISE LICENSING

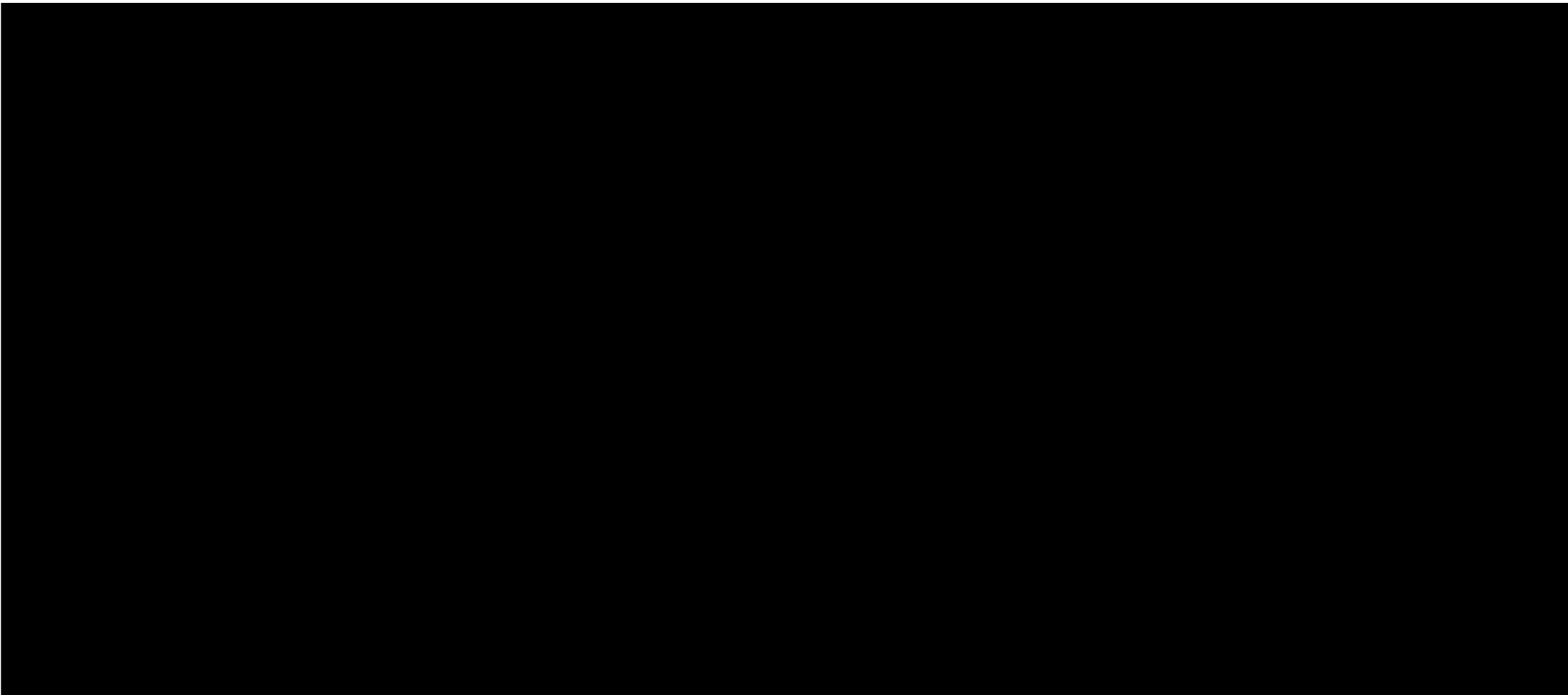
In offering the best value to the State, Vendors are encouraged to leverage the State’s existing resources and license agreements, which can be viewed here:
<https://it.nc.gov/resources/statewide-it-procurement/statewide-it-contracts>

3.1.5.a. Components or Products Needed

RFP Reference: General Requirements And Specifications, Enterprise Licensing , Page 9

a) Identify components or products that are needed for your solution that may not be available with the State’s existing license agreement.



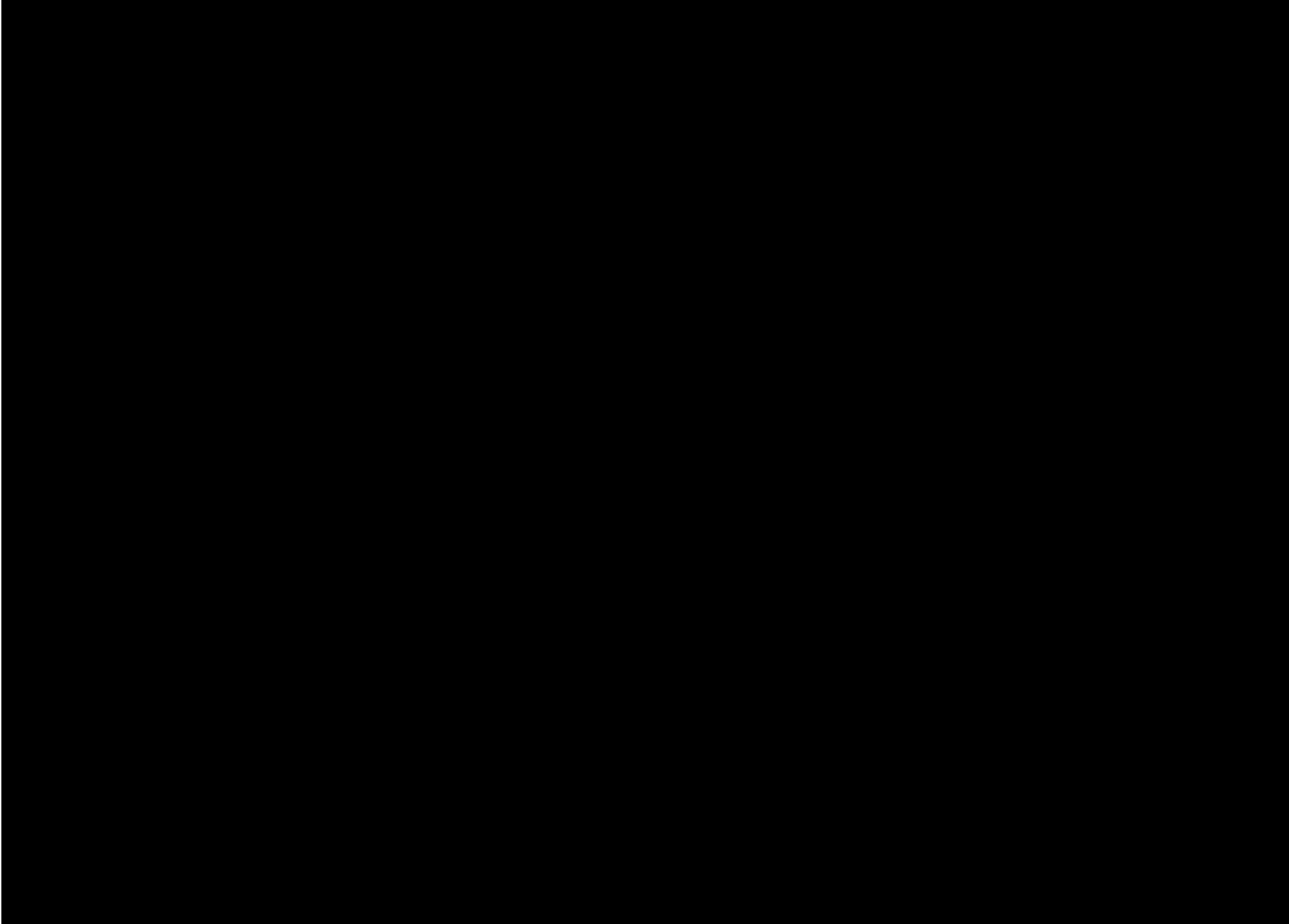


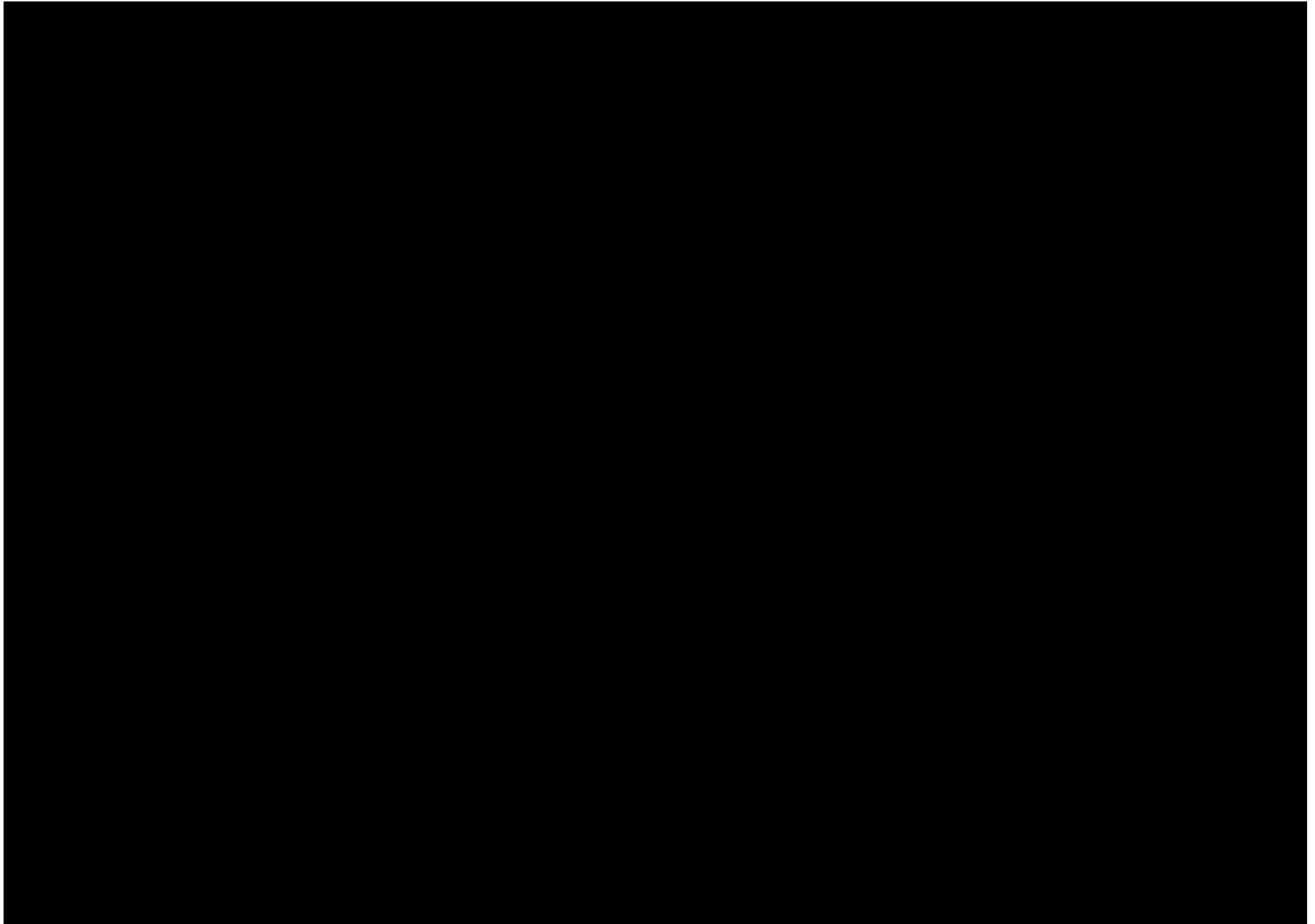
3.1.5.b. Missing Components

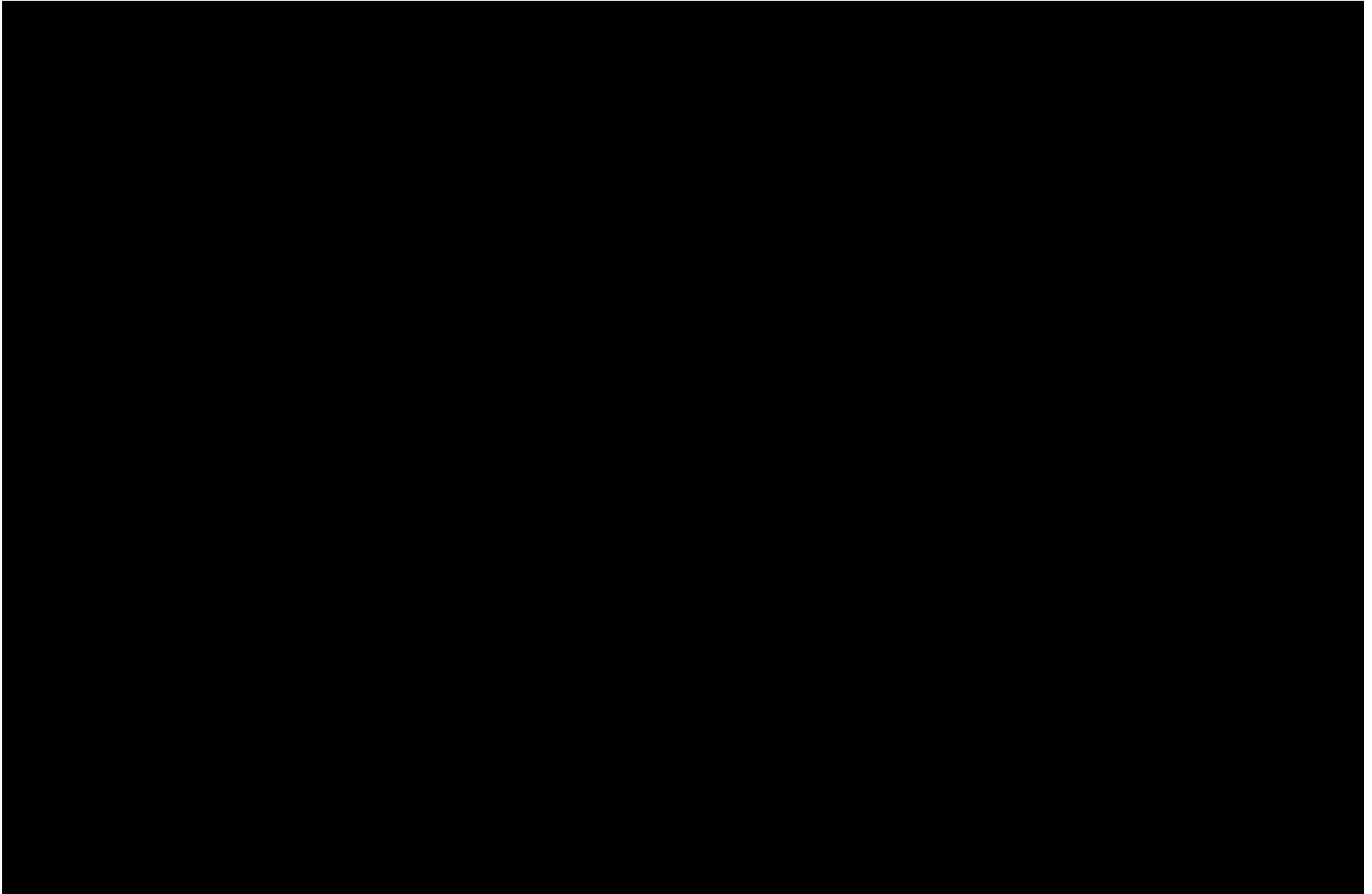
RFP Reference: General Requirements And Specifications, Enterprise Licensing , Page 9

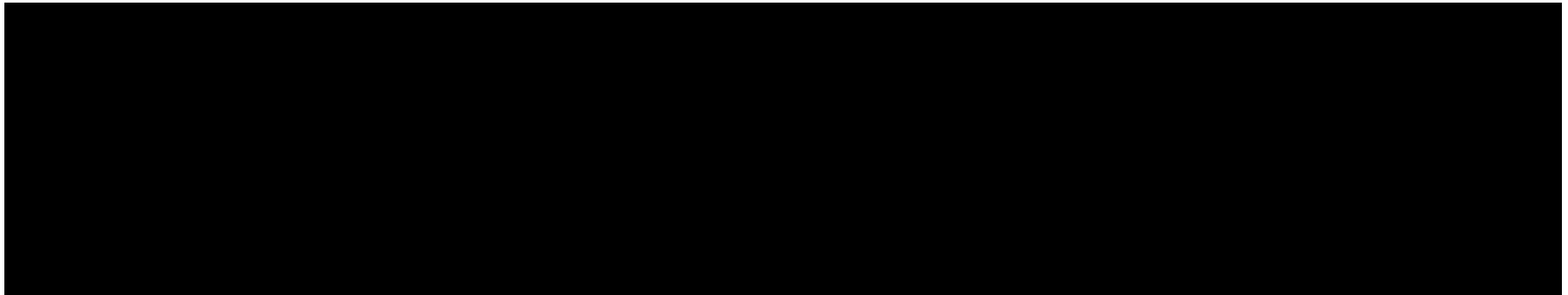
b) Identify and explain any components that are missing from the State’s existing license agreement.



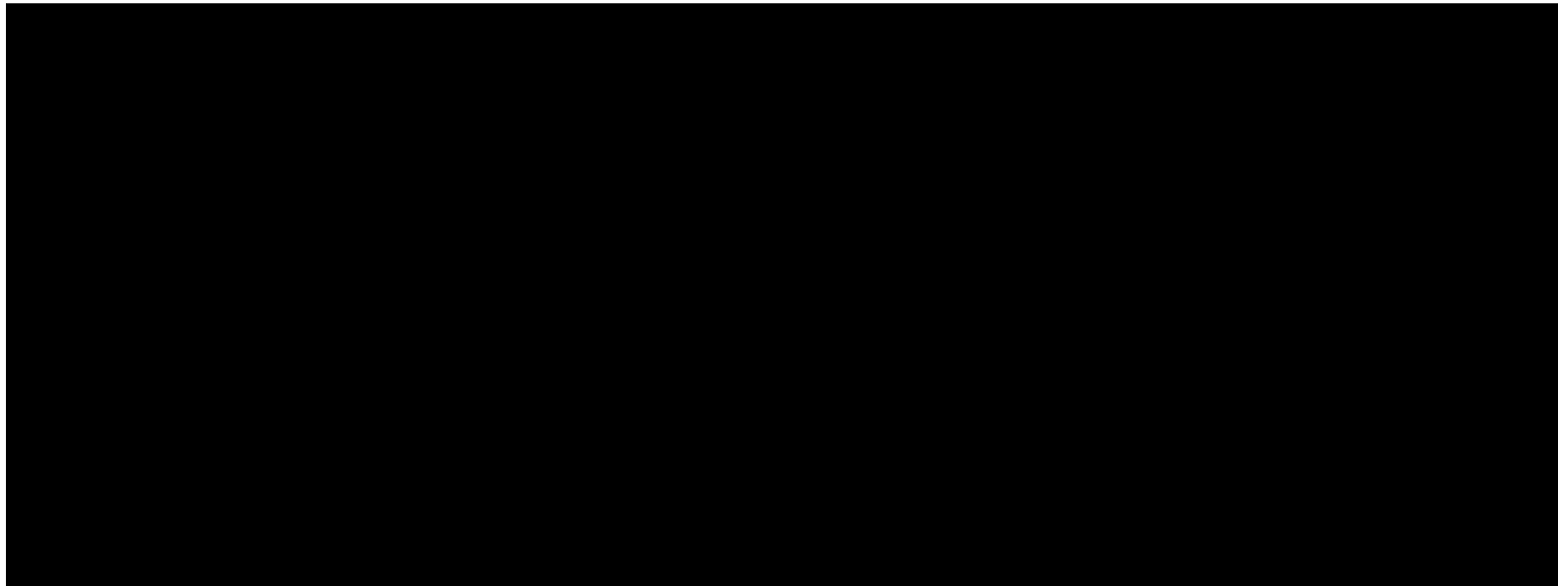








Proposed Proprietary Software by Vendor



3.1.5.c. Cost-effective licensing agreement

RFP Reference: General Requirements And Specifications, Enterprise Licensing , Page 9

c) If the Vendor can provide a more cost-effective licensing agreement, please explain in detail the agreement and how it would benefit the State.

[REDACTED]

3.2 SECURITY REQUIREMENTS AND SPECIFICATIONS

3.2.1 SOLUTIONS HOSTED ON STATE INFRASTRUCTURE

RFP Reference: 3.2 SECURITY REQUIREMENTS AND SPECIFICATIONS, 3.2.1 SOLUTIONS HOSTED ON STATE INFRASTRUCTURE, Page 9

Vendors shall provide a completed Vendor Readiness Assessment Report State Hosted Solutions ("VRAR") at offer submission. This report is located at the following website:

<https://it.nc.gov/documents/vendor-readiness-assessment-report>

The Registry, NC Pre-K, and Regulatory Systems will be required to receive and securely manage data that is classified as medium and high risk. Refer to the North Carolina Statewide Data Classification and Handling policy for more information regarding this data classification. The policy is located at the following website:

<https://it.nc.gov/document/statewide-data-classification-andhandling-policy>

To comply with the State's Security Standards and Policies, State agencies are required to perform annual security/risk assessments on their information systems using NIST 800-53 controls.

[REDACTED]

3.2.2. SOLUTIONS NOT HOSTED ON STATE INFRASTRUCTURE

3.2.2 (a) Vendor Readiness Assessment Report

RFP Reference: 3.2 SECURITY REQUIREMENTS AND SPECIFICATIONS, 3.2.2 SOLUTIONS NOT HOSTED ON STATE INFRASTRUCTURE, Page 9

The Registry, NC Pre-K, and Regulatory systems will be required to receive and securely manage data that is classified as medium and high risk. Refer to the North Carolina Statewide Data Classification and Handling policy for more information regarding data classification. The policy is located at the following website:

<https://it.nc.gov/document/statewide-data-classification-andhandling-policy>

To comply with the State's Security Standards and Policies, State agencies are required to perform annual security/risk assessments on their information systems using NIST 800-53 controls. This requirement additionally applies to all Vendor-provided, agency-managed Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) solutions which will handle data classified as Medium Risk (Restricted) or High Risk (Highly Restricted) data.

(a) Vendors shall provide a completed Vendor Readiness Assessment Report Non-State Hosted Solutions ("VRAR") at offer submission. This report is located at the following website: <https://it.nc.gov/documents/vendor-readiness-assessment-report>

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

3.2.2 (b) Independent 3rd Party Assessment Report

RFP Reference: 3.2 SECURITY REQUIREMENTS AND SPECIFICATIONS, 3.2.2 SOLUTIONS NOT HOSTED ON STATE INFRASTRUCTURE, Page 9

(b) Upon request, Vendors shall provide a current independent 3rd party assessment report in accordance with the following subparagraphs (i)-(iii) prior to contract award. However, Vendors are encouraged to provide a current independent 3rd party assessment report in accordance with subparagraphs (i)-(iii) at the time of offer submission.

(i) Federal Risk and Authorization Management Program (FedRAMP) certification, SOC 2 Type 2, ISO 27001, or HITRUST are the preferred assessment reports for any Vendor solutions which will handle data classified as Medium Risk (Restricted) or High Risk (Highly Restricted).

(ii) A Vendor that cannot provide a preferred independent 3rd party assessment report as described above may submit an alternative assessment, such as a SOC 2 Type 1 assessment report. The Vendor shall provide an explanation for submitting the alternative assessment report. If awarded this contract, a Vendor who submits an alternative assessment report shall submit one of the preferred assessment reports no later than 365 days of the Effective Date of the contract. Timely submission of this preferred assessment report shall be a material requirement of the contract.

(iii) An IaaS vendor cannot provide a certification or assessment report for a SaaS provider UNLESS permitted by the terms of a written agreement between the two vendors and the scope of the IaaS certification or assessment report clearly includes the SaaS solution.

[REDACTED]

[REDACTED]

2. [REDACTED]

[REDACTED]

[REDACTED]

3.2.2 (c) Additional Security Documentation

RFP Reference: 3.2 SECURITY REQUIREMENTS AND SPECIFICATIONS, 3.2.2 SOLUTIONS NOT HOSTED ON STATE INFRASTRUCTURE, Page 9

(c) Additional Security Documentation. Prior to contract award, the State may in its discretion require the Vendor to provide additional security documentation, including but not limited to vulnerability assessment reports and penetration test reports. The awarded Vendor shall provide such additional security documentation upon request by the State during the term of the contract

As the world becomes more connected, data security threats are growing in number and complexity. Cyber risk is moving in new directions, beyond agency walls and IT environments and into the services they provide, the infrastructure that supports them, the spaces where their employees work from, and ultimately where the customers use them. Deloitte sees this new, and ever-changing challenge as an extraordinary opportunity for DCDEE to create a cyber-minded culture and become stronger, faster, more innovative, and more resilient in the face of persistent and evolving cyber threats. [REDACTED]

[REDACTED]

[REDACTED]

We acknowledge that the regulatory landscape is constantly evolving to meet the ever-changing threat vectors that constantly challenge the security of State systems and their data.

[REDACTED]

Security Methods

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



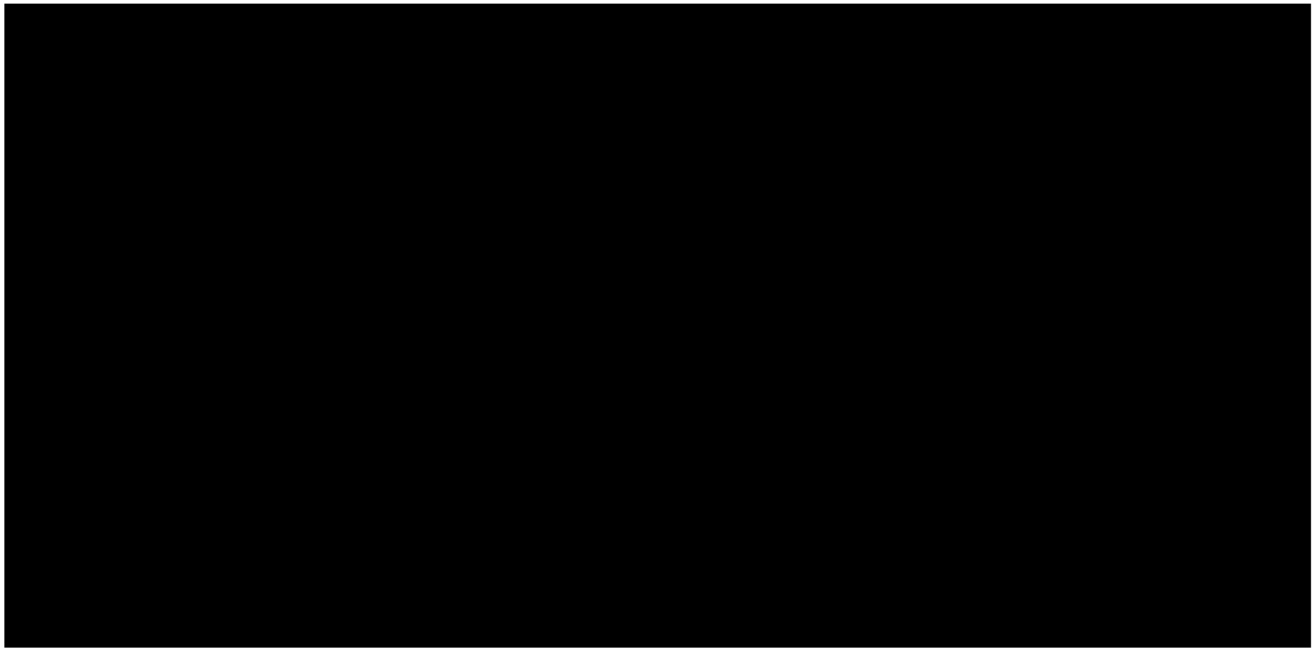
System Security Plan (SSP)

[Redacted text block]

- [Redacted list item]

[Redacted text block]

[illegible]



[Redacted]

- [Redacted]
[Redacted]
[Redacted]
[Redacted]
- [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
- [Redacted]
[Redacted]
[Redacted]
[Redacted]

3.3 ENTERPRISE SPECIFICATIONS

3.3.1 ENTERPRISE STRATEGIES, SERVICES, AND STANDARDS

RFP Reference: 3.3 ENTERPRISE SPECIFICATIONS, 3.3.1 ENTERPRISE STRATEGIES, SERVICES, AND STANDARDS, Page 10

Agencies and vendors should refer to the Vendor Resources Page for information on North Carolina Information Technology enterprise services, security policies and practices, architectural requirements, and enterprise contracts. The Vendor Resources Page can be found at the following link: <https://it.nc.gov/vendor-engagement-resources>. This site provides vendors with statewide information and links referenced throughout the RFP document. Agencies may request additional information.

Deloitte is committed to adhering to the relevant practices and guidelines set forth by North Carolina's enterprise strategies, services, and standards defined in the vendor resources page. DCDEE envisions a fully integrated NC Workforce Registry and NC Pre-K and Regulatory System

that aligns seamlessly with the State's overarching goals. The primary goal of the solution is to establish a comprehensive, user-centric, and digitally empowered early childhood education and regulatory services ecosystem that not only meets but surpasses the high expectations of North Carolina's constituents.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

State of North Carolina Department of Health and Human Services
Division of Child Development and Early Education
RFP No: 30-23189

[REDACTED]

[REDACTED]

[REDACTED]

3.3.2 ARCHITECTURE DIAGRAMS DEFINED

RFP Reference: 3.3 ENTERPRISE SPECIFICATIONS, 3.3.2 ARCHITECTURE DIAGRAMS DEFINED, Page 10

The State utilizes architectural diagrams to better understand the design and technologies of a proposed solution. These diagrams (i.e., Network Diagram and Technology Stack Diagram), required at offer submission, can be found at the following link: <https://it.nc.gov/architectural-artifacts>. There may be additional architectural diagrams requested of the vendor after contract award. This will be communicated to the vendor by the agency as needed during the project.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

A horizontal bar chart titled 'Percentage of respondents who have been in a romantic relationship for 10 years or more, broken down by gender and age group'. The y-axis lists six age groups: 18-24, 25-34, 35-44, 45-54, 55-64, and 65+. The x-axis represents the percentage, ranging from 0 to 100. The chart uses a color-coded system: blue for 18-24, orange for 25-34, green for 35-44, red for 45-54, purple for 55-64, and pink for 65+. For each age group, there are two bars: a solid bar for 'Male' and a patterned bar for 'Female'. The data shows that the percentage of respondents in a 10+ year relationship generally increases with age, with the highest percentages in the 55-64 and 65+ age groups. In all age groups, a higher percentage of females than males report being in a 10+ year relationship.

Age Group	Gender	Percentage (%)
18-24	Male	10
	Female	15
25-34	Male	25
	Female	30
35-44	Male	40
	Female	45
45-54	Male	55
	Female	60
55-64	Male	70
	Female	75
65+	Male	80
	Female	85

- [illegible]

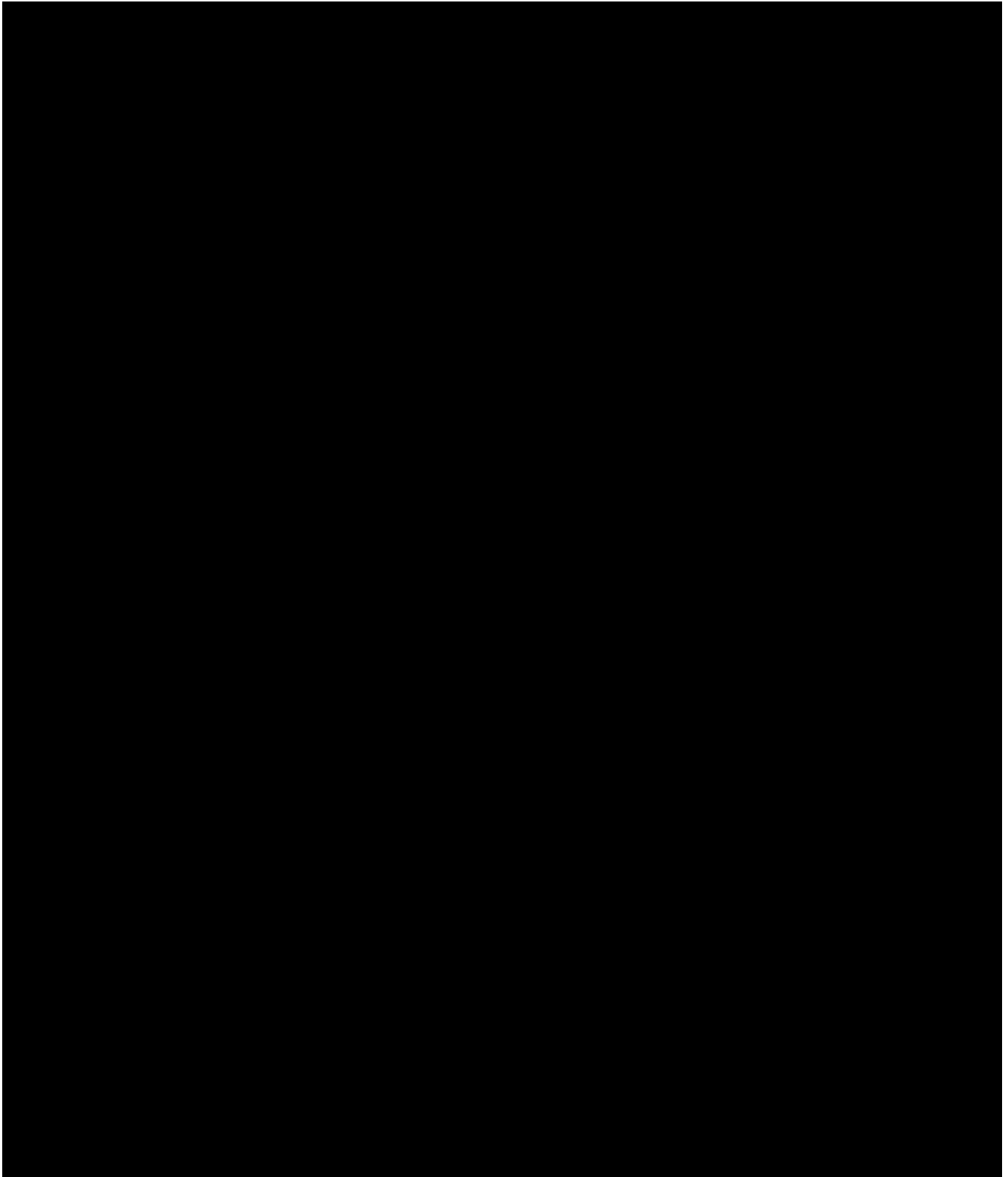
Feature	Benefits to DCDEE
DCDEE	• [Redacted]
	[Redacted]
	[Redacted]
	• [Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	• [Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
DCDEE	• [Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
DCDEE	• [Redacted]
	[Redacted]
	[Redacted]
	[Redacted]



Figure 16. Solution Features and Benefits to DCDEE.

This block contains multiple horizontal black bars of different lengths, stacked vertically. These bars represent redacted text or graphics from the original document. The bars vary significantly in length, with some spanning most of the width of the page and others being much shorter. There are approximately 18 such bars in total.

State of North Carolina Department of Health and Human Services
Division of Child Development and Early Education
RFP No: 30-23189



[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Solution Components

The following are the solution components of the system's architecture.

[REDACTED]

State of North Carolina Department of Health and Human Services
Division of Child Development and Early Education
RFP No: 30-23189

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[illegible]

Overall	
Overall	100%
Category 1	95%
Category 2	90%
Category 3	85%
Category 4	80%
Category 5	75%
Category 6	70%
Category 7	65%
Category 8	60%
Category 9	55%
Category 10	50%
Category 11	45%
Category 12	40%
Category 13	35%
Category 14	30%
Category 15	25%
Category 16	20%
Category 17	15%
Category 18	10%
Category 19	5%
Category 20	0%

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[illegible]

[illegible]

[REDACTED]

- [REDACTED]
 ■ [REDACTED]
 ■ [REDACTED]
 ■ [REDACTED]
 ■ [REDACTED]

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

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

Deloitte. 2023

[illegible]

3.3.3 VIRTUALIZATION

RFP Reference: 3.3 ENTERPRISE SPECIFICATIONS, 3.3.3 VIRTUALIZATION, Page 10

The State desires the flexibility to host Vendor's proposed solution in a virtualized environment, should it determine in the future that virtualized hosting for such solution would be more economical or efficient. The State currently utilizes server virtualization technologies including VMware, Solaris and zLinux. The Vendor should state whether its solution operates in a virtualized environment. Vendor also should identify and describe all differences, restrictions or limitations of its proposed solution with respect to operation, licensing, support, certification, warranties, and any other details that may impact its proposed solution when hosted in a virtualized environment.

[REDACTED]

3.3.4 IDENTITY AND ACCESS MANAGEMENT (IAM)

RFP Reference: 3.3 ENTERPRISE SPECIFICATIONS, 3.3.4 IDENTITY AND ACCESS MANAGEMENT (IAM), Page 11

The proposed solution must externalize identity and access management. The protocols describing the State's Identity and Access Management can be found at the following link: <https://it.nc.gov/services/vendor-engagement-resources#identity-access-management>. Describe how your solution supports the above protocols as well as making them available for application integration/consumption.

[REDACTED]

[REDACTED]

Regulatory and Security Requirements	How We Meet the Requirements
Adhering to, harmonizing, and enabling the listed Federal, State, and local regulations	[REDACTED]

Regulatory and Security Requirements	How We Meet the Requirements
Protecting and securing the information assets within the System	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
Enabling IAM	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]

Figure 23. IAM Requirements.

3.4 BUSINESS AND TECHNICAL SPECIFICATIONS

ATTACHMENT K: REGULATORY MODERNIZATION BUSINESS SPECIFICATIONS

Executive Summary

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

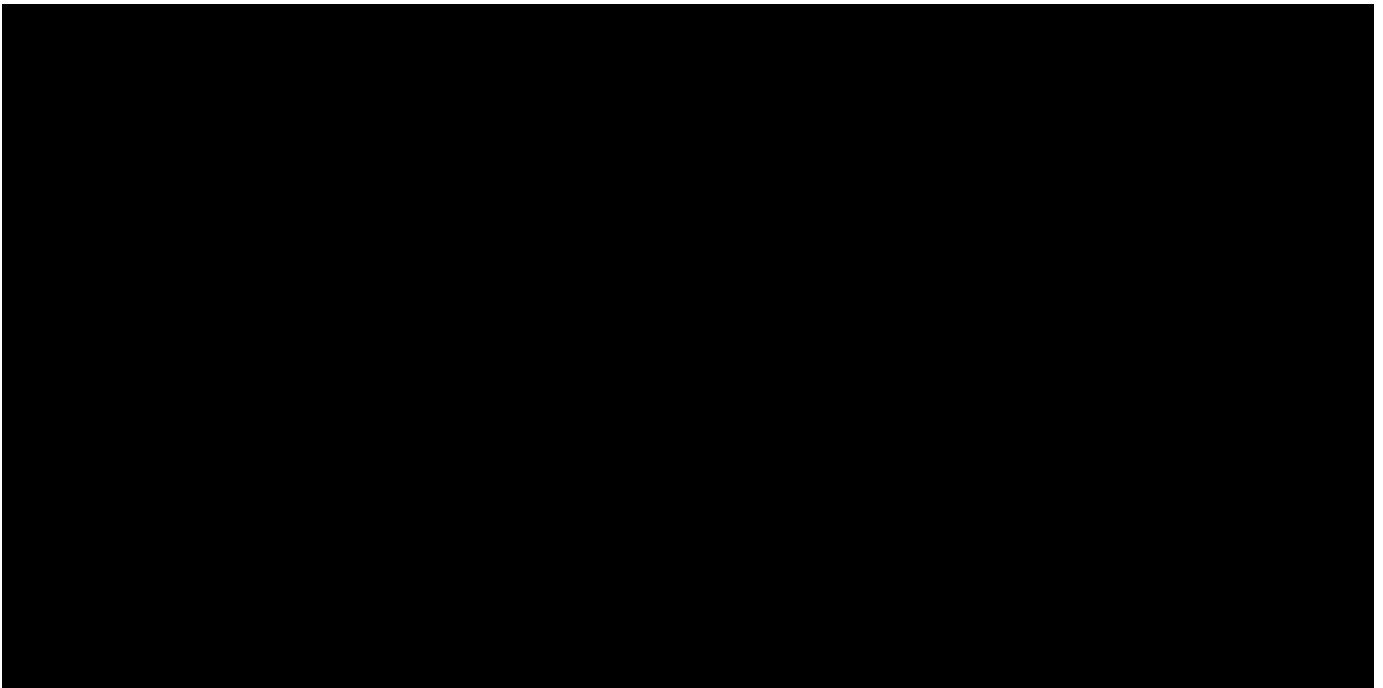
[REDACTED]

Worker Portal

[REDACTED]

[REDACTED]

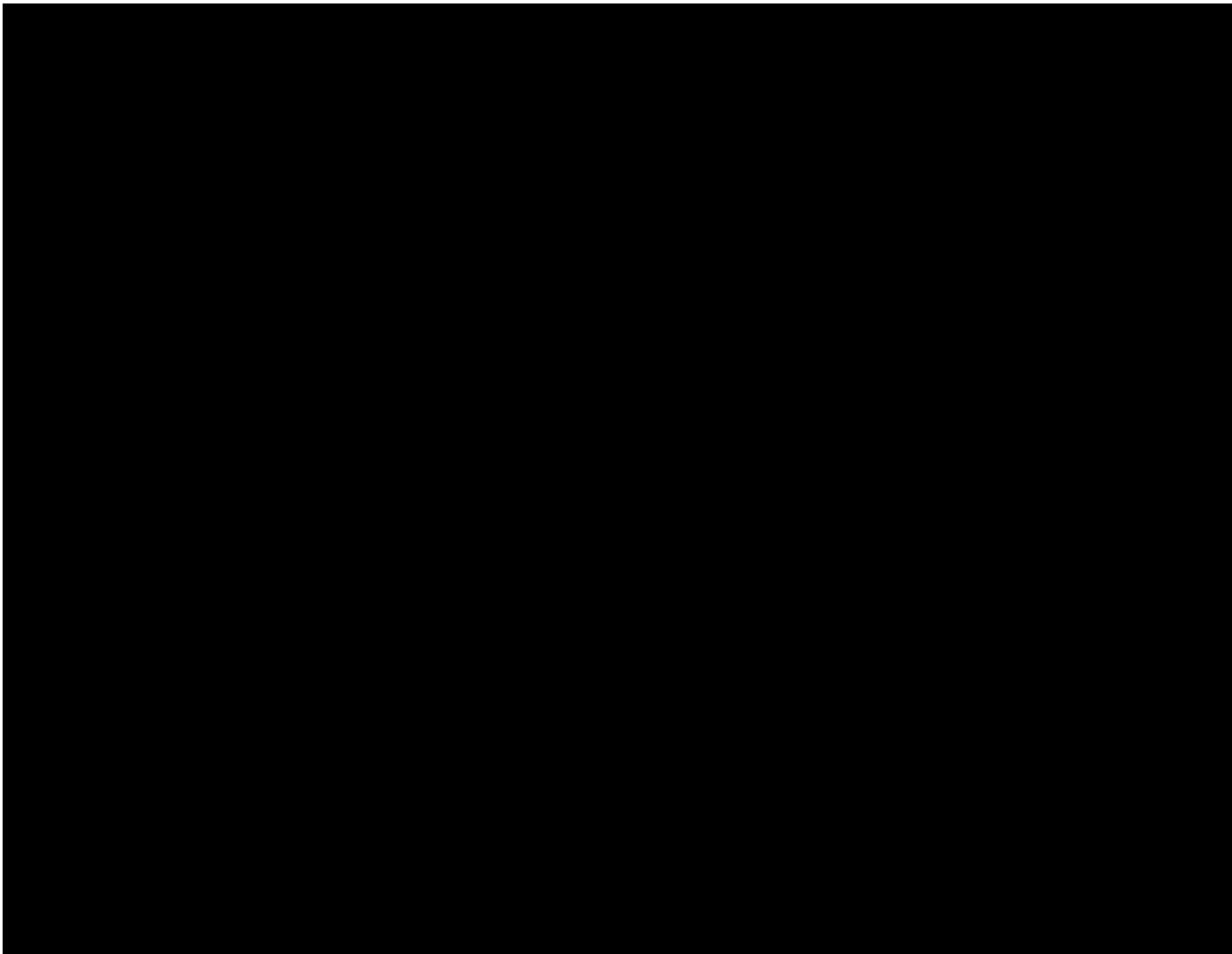
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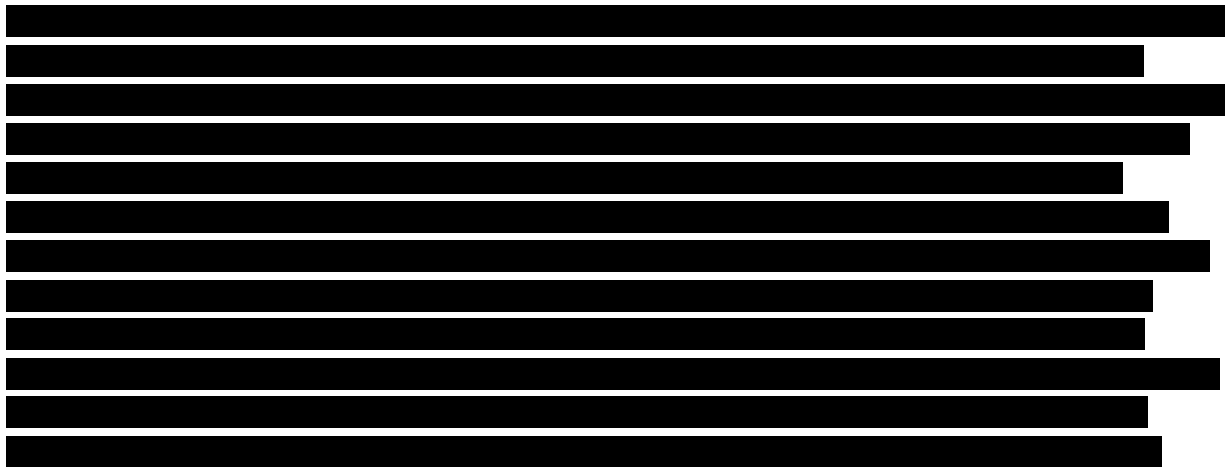
Authentication

[Redacted text block]



Licensing

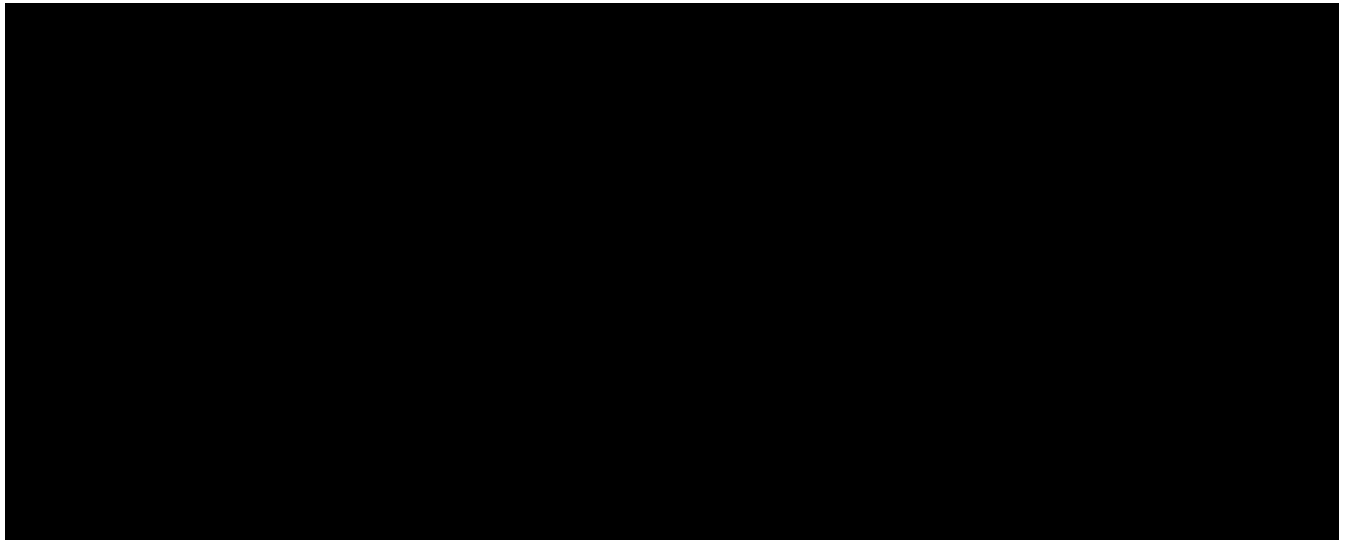
Pre-Licensure



[REDACTED]

Licensing Application

[REDACTED]



[Redacted text block]

[Redacted text block]

Compliance

Monitoring Overview

[Redacted text block]

[Redacted text block]

State of North Carolina Department of Health and Human Services
Division of Child Development and Early Education
RFP No: 30-23189

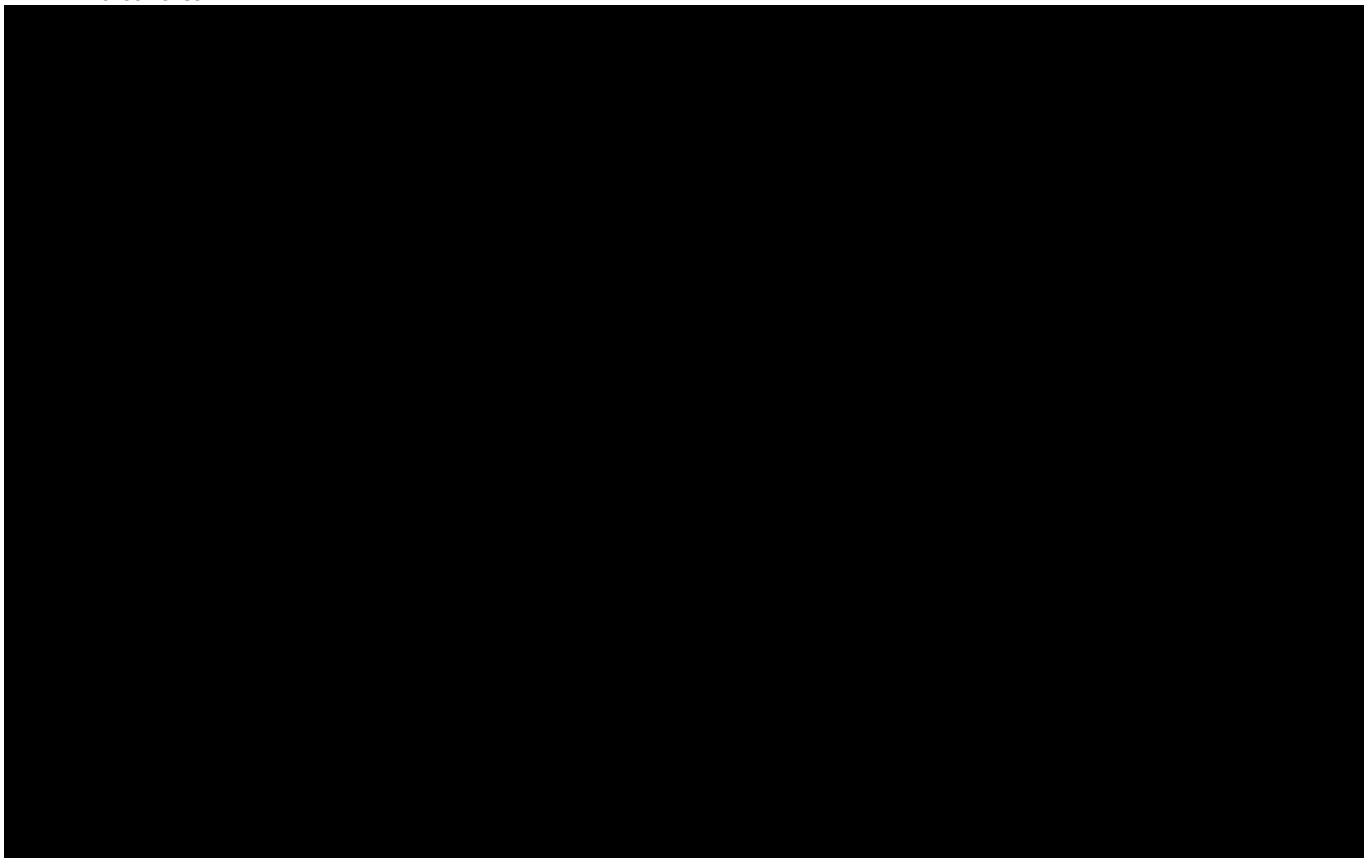
[REDACTED]

[REDACTED]

[REDACTED]

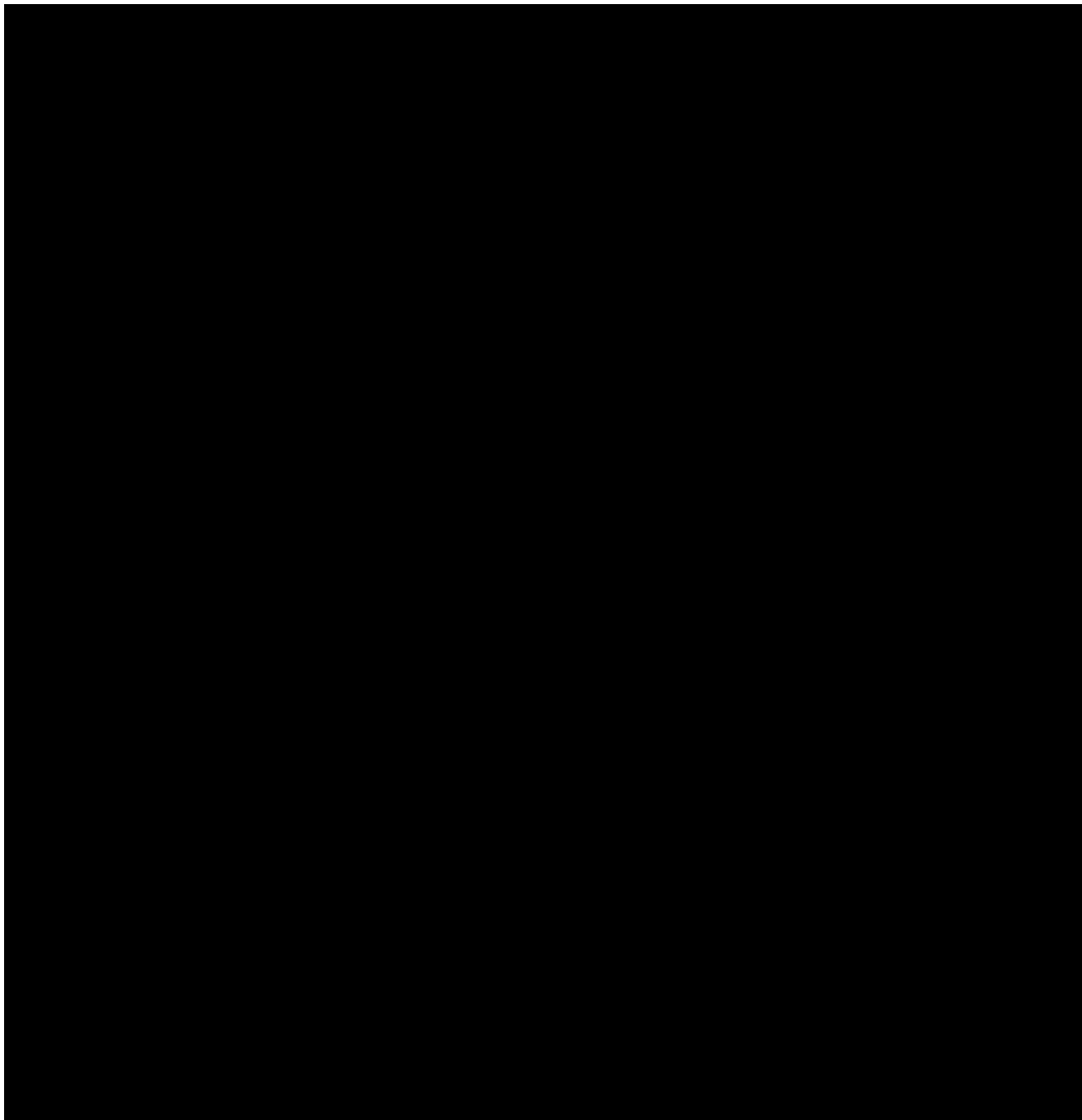
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[REDACTED]

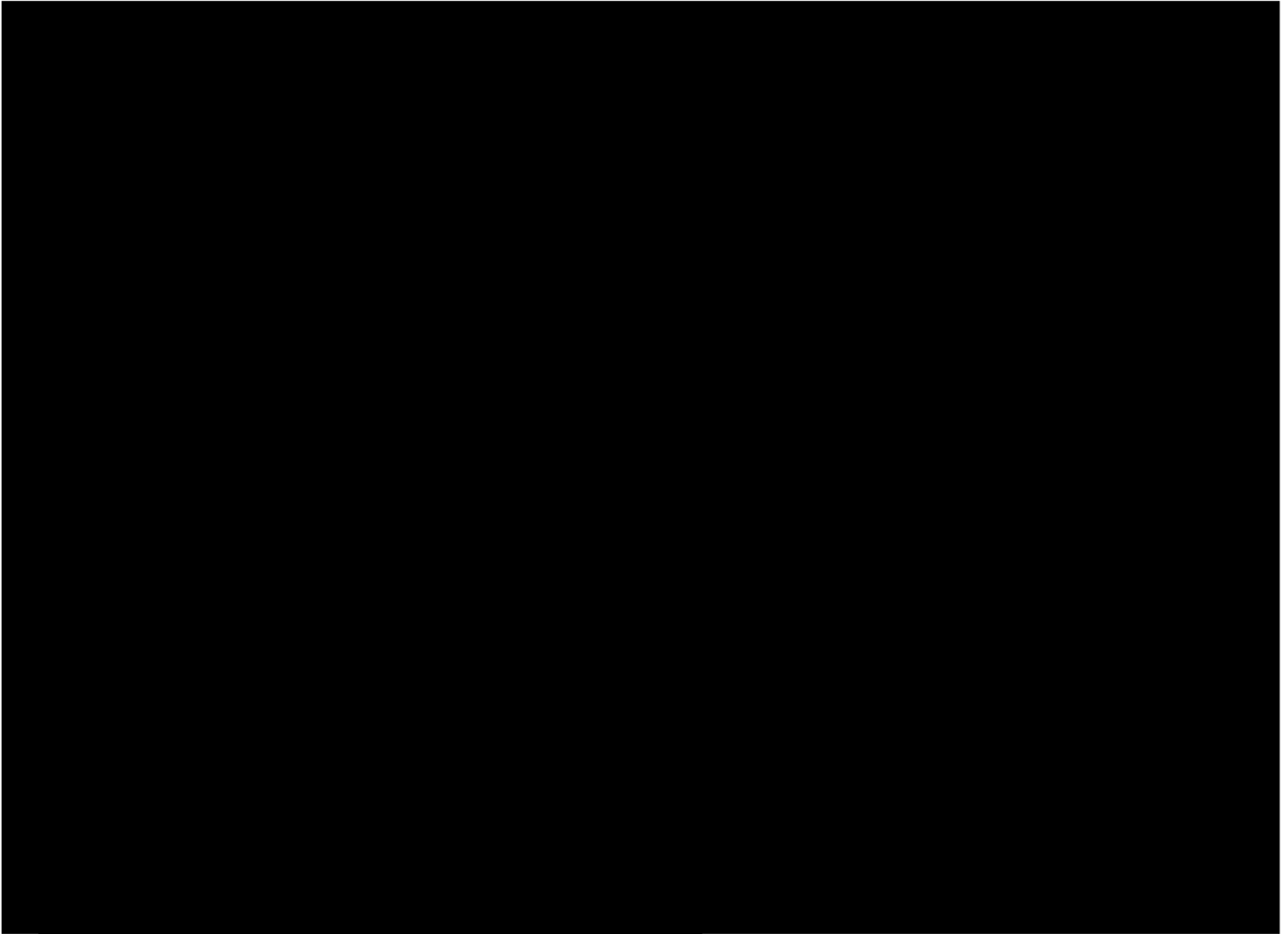


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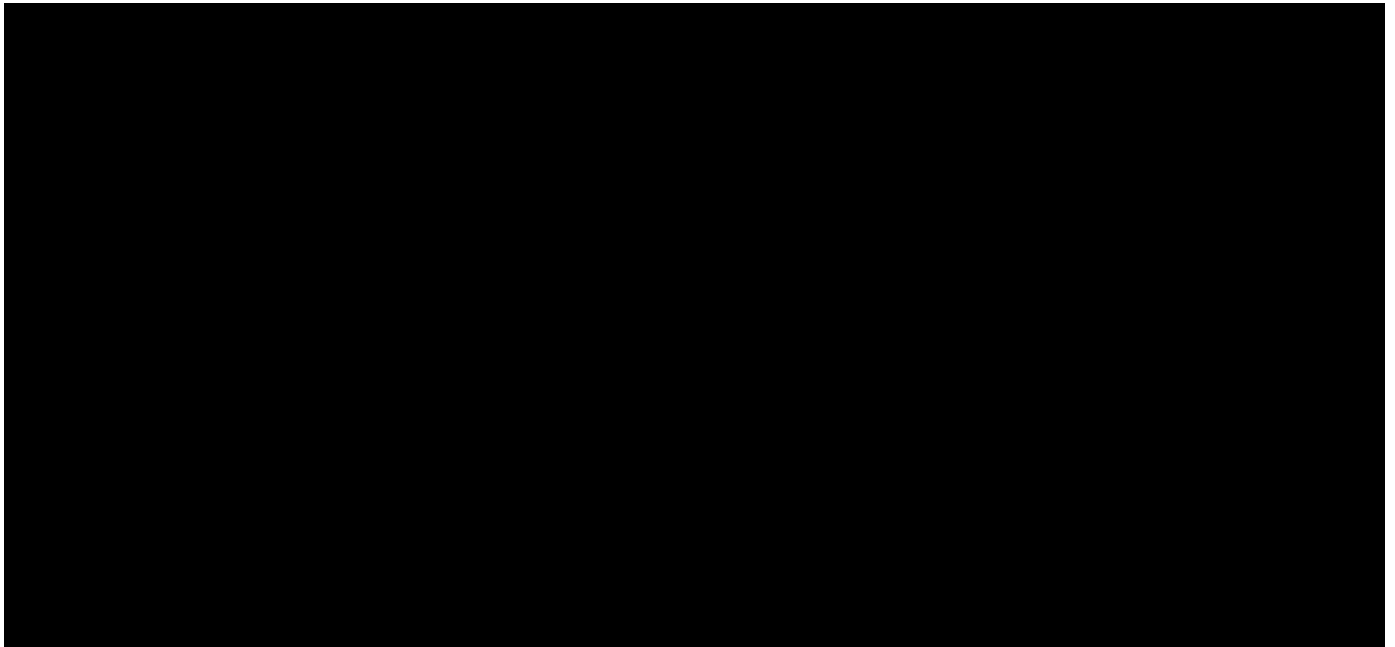
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[Redacted text block]

[REDACTED]

[REDACTED]

[REDACTED]



Corrective Action Plan (CAP) and Provider Attestation of Dispute

[Redacted text block containing multiple lines of blacked-out content under the heading 'Corrective Action Plan (CAP) and Provider Attestation of Dispute']

[REDACTED]

[REDACTED]

Complaints and Incidents

[REDACTED]

Incidents

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Complaints

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Administrative Action

[REDACTED]

[REDACTED]

Assessment of Civil Penalties and Collection of Dues

[REDACTED]

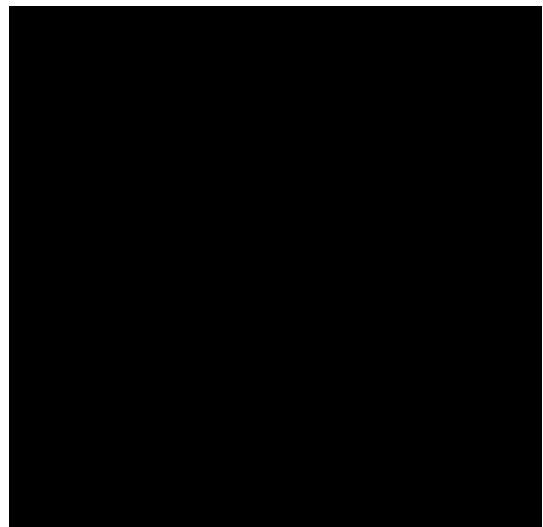
Provider Portal

[REDACTED]

[REDACTED]

Profile Creation and Management

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Portal Document Upload

[REDACTED]

[REDACTED]

Portal Alerts to Providers

[REDACTED]

[REDACTED]

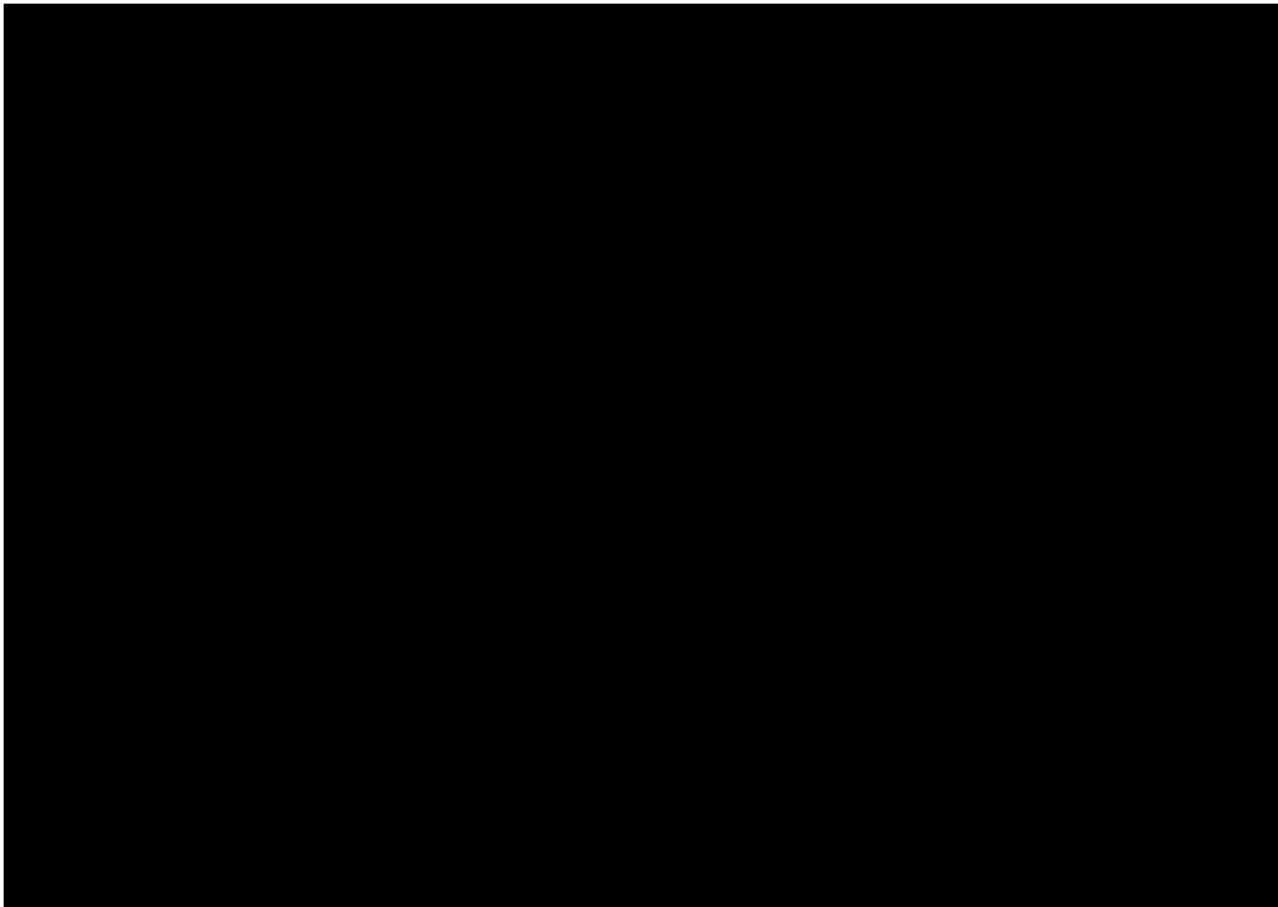
Integrations

[REDACTED]

Integration System Name	Our Integration Solution
Client Services Data Warehouse	[REDACTED]
NC Quality Rating and Improvement System	[REDACTED]
Main DCDEE Website	[REDACTED]
[REDACTED]	[REDACTED]
NC Rated License Assessment Project	[REDACTED]
NC Automated Background Check Management Solution	[REDACTED]
NC Families Accessing Services through Technology	[REDACTED]
Child Care Services Association	[REDACTED]

Integration System Name	Our Integration Solution
Secretary of State Corporation	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
Payment Platform	[REDACTED]
	[REDACTED]
	[REDACTED]
Registration Platform	[REDACTED]
	[REDACTED]
NC Pre-K	[REDACTED]
	[REDACTED]
	[REDACTED]
Workforce Registry	[REDACTED]
	[REDACTED]
	[REDACTED]

Figure 41. System Integrations Solution Details.



3.4 BUSINESS AND TECHNICAL SPECIFICATIONS

ATTACHMENT L, WORKFORCE REGISTRY BUSINESS SPECIFICATIONS

Executive Summary

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]

- [REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]

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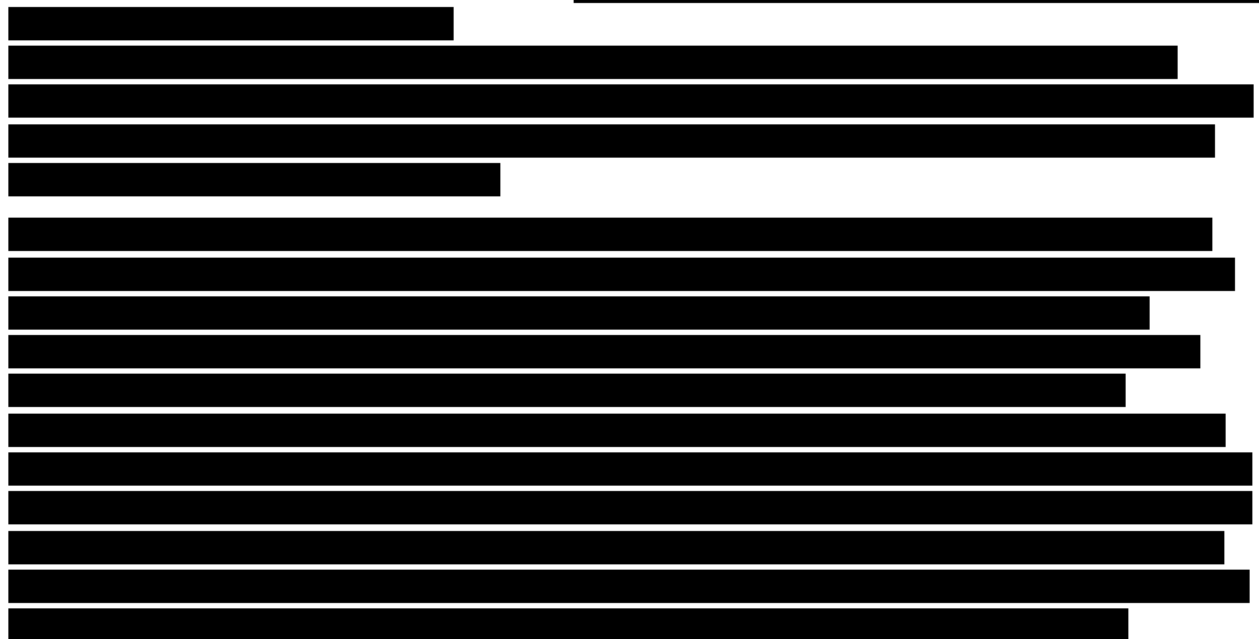
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Category	Meeting Your Requirement
Educator/Staff Profile	[REDACTED] [REDACTED] [REDACTED]
	■ [REDACTED] [REDACTED]
	■ [REDACTED] [REDACTED] [REDACTED]
	■ [REDACTED] [REDACTED]
	■ [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
	[REDACTED]
Licensure	[REDACTED] [REDACTED]
	■ [REDACTED] [REDACTED]
	■ [REDACTED] [REDACTED]
	[REDACTED]

Category	Meeting Your Requirement
Training Assignment & Approval	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
Quality Rating System	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
Grants Application & Evaluation	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
Staff Qualifications, Certifications & Accreditations	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
Survey Distribution	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
	[Redacted]
Reporting & Analytics	[Redacted]
	[Redacted]
	[Redacted]

Category	Meeting Your Requirement
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]

Figure 44. Educator Workforce Registry Requirements.



Identity Management

[REDACTED]

User Profiles and Roles

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

Category	Value
Category 1	Value 1.1
Category 2	Value 2.1
	Value 2.2
	Value 2.3
Category 3	Value 3.1
	Value 3.2
	Value 3.3
Category 4	Value 4.1
	Value 4.2
Category 5	Value 5.1
Category 6	Value 6.1

[REDACTED]

[REDACTED]

[REDACTED]

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

[REDACTED]

[REDACTED]

[illegible]

Country	Year	Value
Algeria	2010	1.0
Algeria	2011	1.0
Algeria	2012	1.0
Algeria	2013	1.0
Algeria	2014	1.0
Algeria	2015	1.0
Algeria	2016	1.0
Algeria	2017	1.0
Algeria	2018	1.0
Algeria	2019	1.0
Algeria	2020	1.0
Algeria	2021	1.0
Algeria	2022	1.0
Algeria	2023	1.0
Algeria	2024	1.0
Algeria	2025	1.0
Algeria	2026	1.0
Algeria	2027	1.0
Algeria	2028	1.0
Algeria	2029	1.0
Algeria	2030	1.0
Algeria	2031	1.0
Algeria	2032	1.0
Algeria	2033	1.0
Algeria	2034	1.0
Algeria	2035	1.0
Algeria	2036	1.0
Algeria	2037	1.0
Algeria	2038	1.0
Algeria	2039	1.0
Algeria	2040	1.0
Algeria	2041	1.0
Algeria	2042	1.0
Algeria	2043	1.0
Algeria	2044	1.0
Algeria	2045	1.0
Algeria	2046	1.0
Algeria	2047	1.0
Algeria	2048	1.0
Algeria	2049	1.0
Algeria	2050	1.0
Algeria	2051	1.0
Algeria	2052	1.0
Algeria	2053	1.0
Algeria	2054	1.0
Algeria	2055	1.0
Algeria	2056	1.0
Algeria	2057	1.0
Algeria	2058	1.0
Algeria	2059	1.0
Algeria	2060	1.0
Algeria	2061	1.0
Algeria	2062	1.0
Algeria	2063	1.0
Algeria	2064	1.0
Algeria	2065	1.0
Algeria	2066	1.0
Algeria	2067	1.0
Algeria	2068	1.0
Algeria	2069	1.0
Algeria	2070	1.0
Algeria	2071	1.0
Algeria	2072	1.0
Algeria	2073	1.0
Algeria	2074	1.0
Algeria	2075	1.0
Algeria	2076	1.0
Algeria	2077	1.0
Algeria	2078	1.0
Algeria	2079	1.0
Algeria	2080	1.0
Algeria	2081	1.0
Algeria	2082	1.0
Algeria	2083	1.0
Algeria	2084	1.0
Algeria	2085	1.0
Algeria	2086	1.0
Algeria	2087	1.0
Algeria	2088	1.0
Algeria	2089	1.0
Algeria	2090	1.0
Algeria	2091	1.0
Algeria	2092	1.0
Algeria	2093	1.0
Algeria	2094	1.0
Algeria	2095	1.0
Algeria	2096	1.0
Algeria	2097	1.0
Algeria	2098	1.0
Algeria	2099	1.0
Algeria	2100	1.0
Algeria	2101	1.0
Algeria	2102	1.0
Algeria	2103	1.0
Algeria	2104	1.0
Algeria	2105	1.0
Algeria	2106	1.0
Algeria	2107	1.0
Algeria	2108	1.0
Algeria	2109	1.0
Algeria	2110	1.0
Algeria	2111	1.0
Algeria	2112	1.0
Algeria	2113	1.0
Algeria	2114	1.0
Algeria	2115	1.0
Algeria	2116	1.0
Algeria	2117	1.0
Algeria	2118	1.0
Algeria	2119	1.0
Algeria	2120	1.0
Algeria	2121	1.0
Algeria	2122	1.0
Algeria	2123	1.0
Algeria	2124	1.0
Algeria	2125	1.0
Algeria	2126	1.0
Algeria	2127	1.0
Algeria	2128	1.0
Algeria	2129	1.0
Algeria	2130	1.0
Algeria	2131	1.0
Algeria	2132	1.0
Algeria	2133	1.0
Algeria	2134	1.0
Algeria	2135	1.0
Algeria	2136	1.0
Algeria	2137	1.0
Algeria	2138	1.0
Algeria	2139	1.0
Algeria	2140	1.0</

User Types	Examples of Responsibilities	User Group Mapping
Mentors	<ul style="list-style-type: none"> Provide guidance and support to mentees Monitor mentee progress and provide feedback Share knowledge and experience with mentees Help mentees develop professional skills 	<ul style="list-style-type: none"> Senior Staff Senior Managers Senior Executives Senior Consultants Senior Advisors Senior Researchers Senior Analysts Senior Engineers

[REDACTED]

Verification

[REDACTED]

[REDACTED]

Security

[REDACTED]

[REDACTED]

Role Based Access

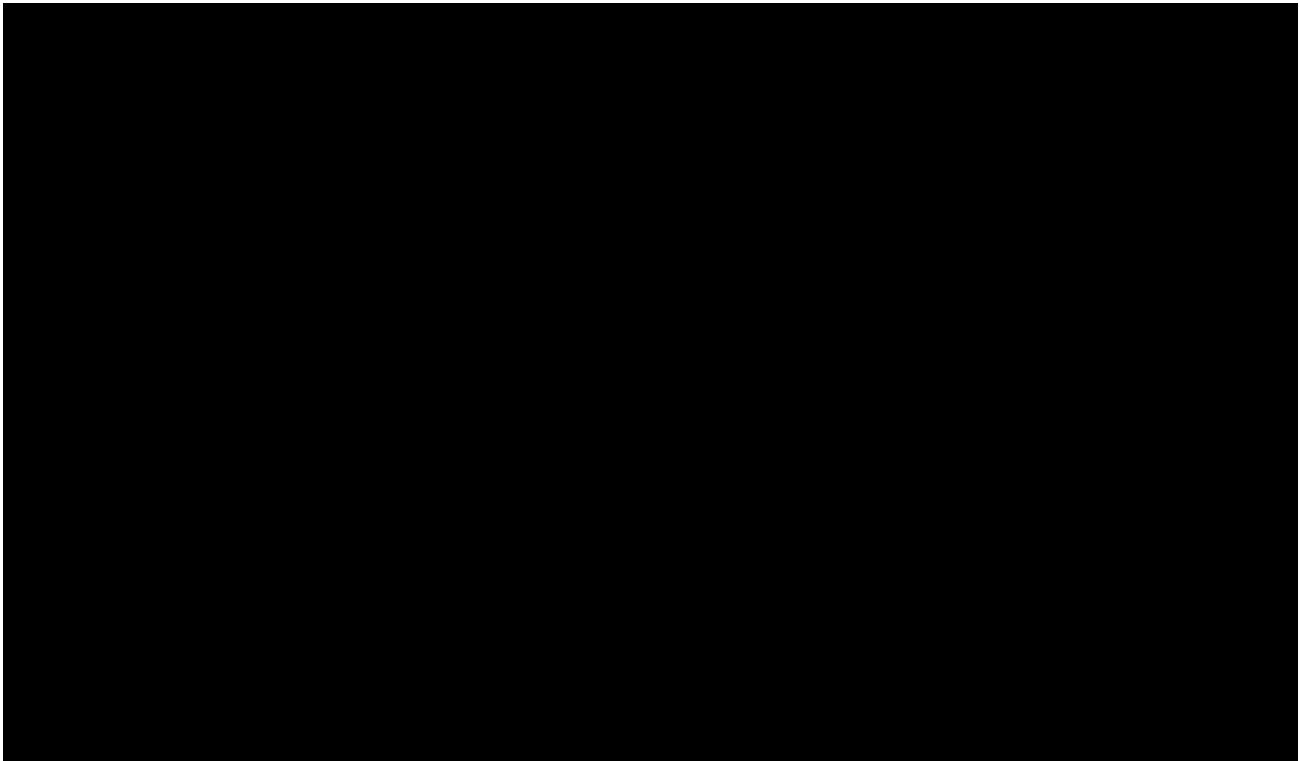
[REDACTED]

[REDACTED]

Authentication & Authorization Features

[REDACTED]

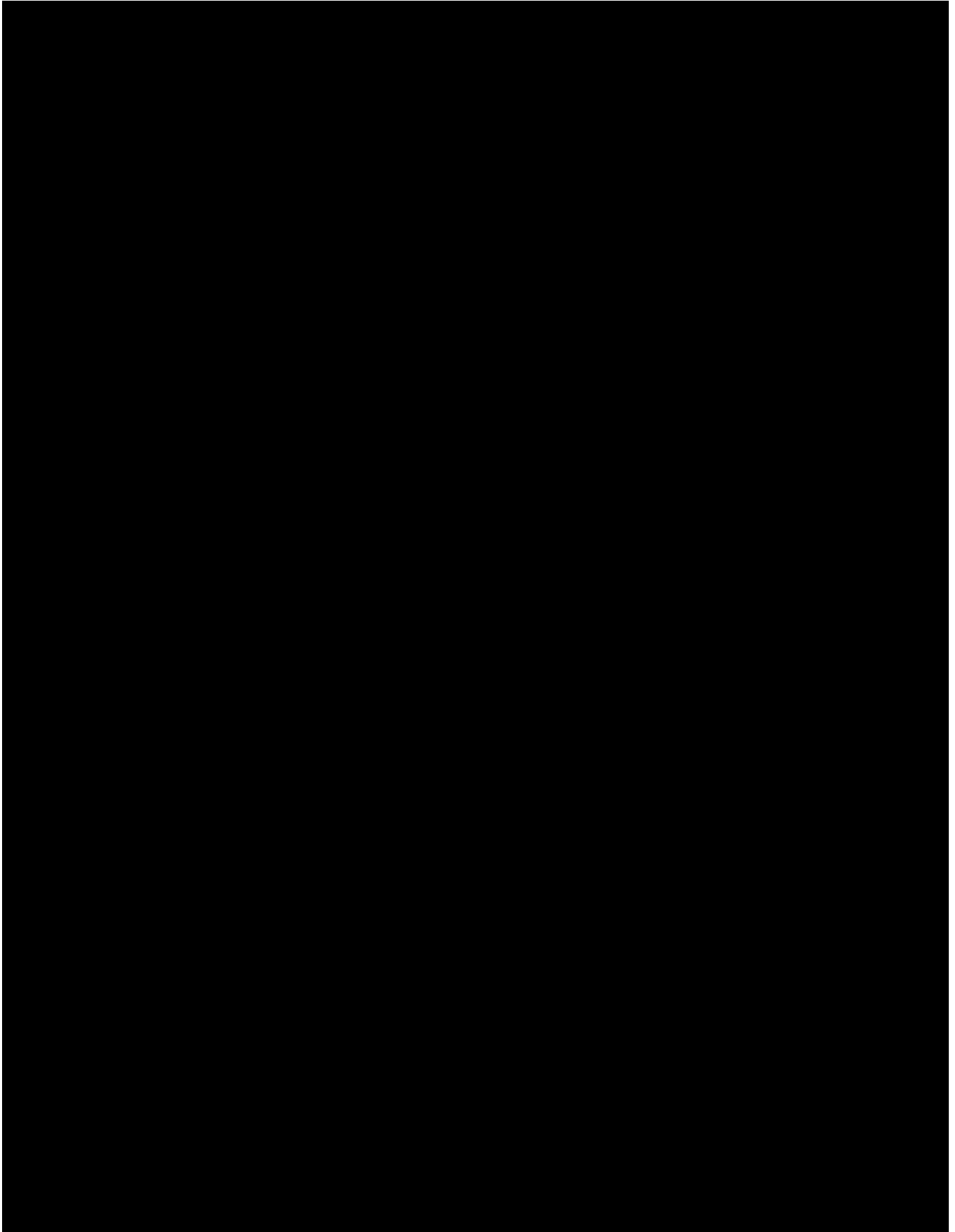
[REDACTED]

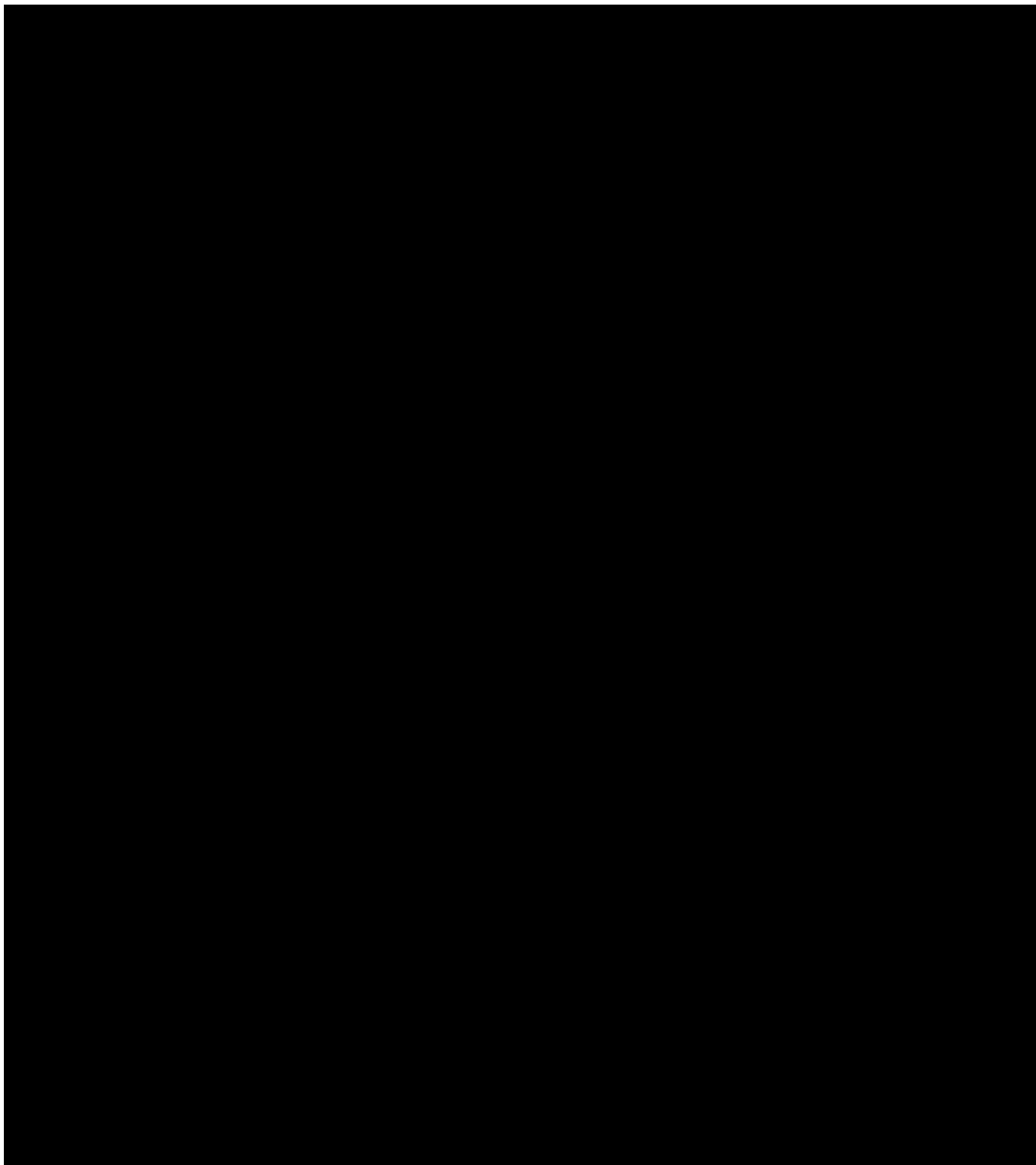


[Redacted text block]

Workflow

[Redacted text block]





[Redacted text block]

- [REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

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

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

Integration with Learning Management System (LMS)

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

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[illegible]

Response	Percentage
Yes, the current administration is responsible	85%
No, the current administration is not responsible	15%

[REDACTED]

[REDACTED]

[REDACTED]

Document Generation

[REDACTED]

- [REDACTED]
- [REDACTED]

[REDACTED]

Job Listing

[REDACTED]

Data Management

[REDACTED]

Role-Based Access Management

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

PII Data Management

[REDACTED]

Authentication Management

[REDACTED]

Duplicate Management

[REDACTED]

Data Retention

[REDACTED]

Dynamic Generation of Document

[REDACTED]

Integration and System Interfaces

[REDACTED]

State of North Carolina Department of Health and Human Services
Division of Child Development and Early Education
RFP No: 30-23189

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Dashboards

[REDACTED]

[REDACTED]

SFTP

[REDACTED]

Search

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

Requirement

[REDACTED]

Compliance with Web Content Accessibility Guidelines

[REDACTED]

Compliance with Family Educational Rights and Privacy Act

[REDACTED]

Compliance with NC State Government and DHHS Security Requirements

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Data Sharing Policies

[REDACTED]

[REDACTED]

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

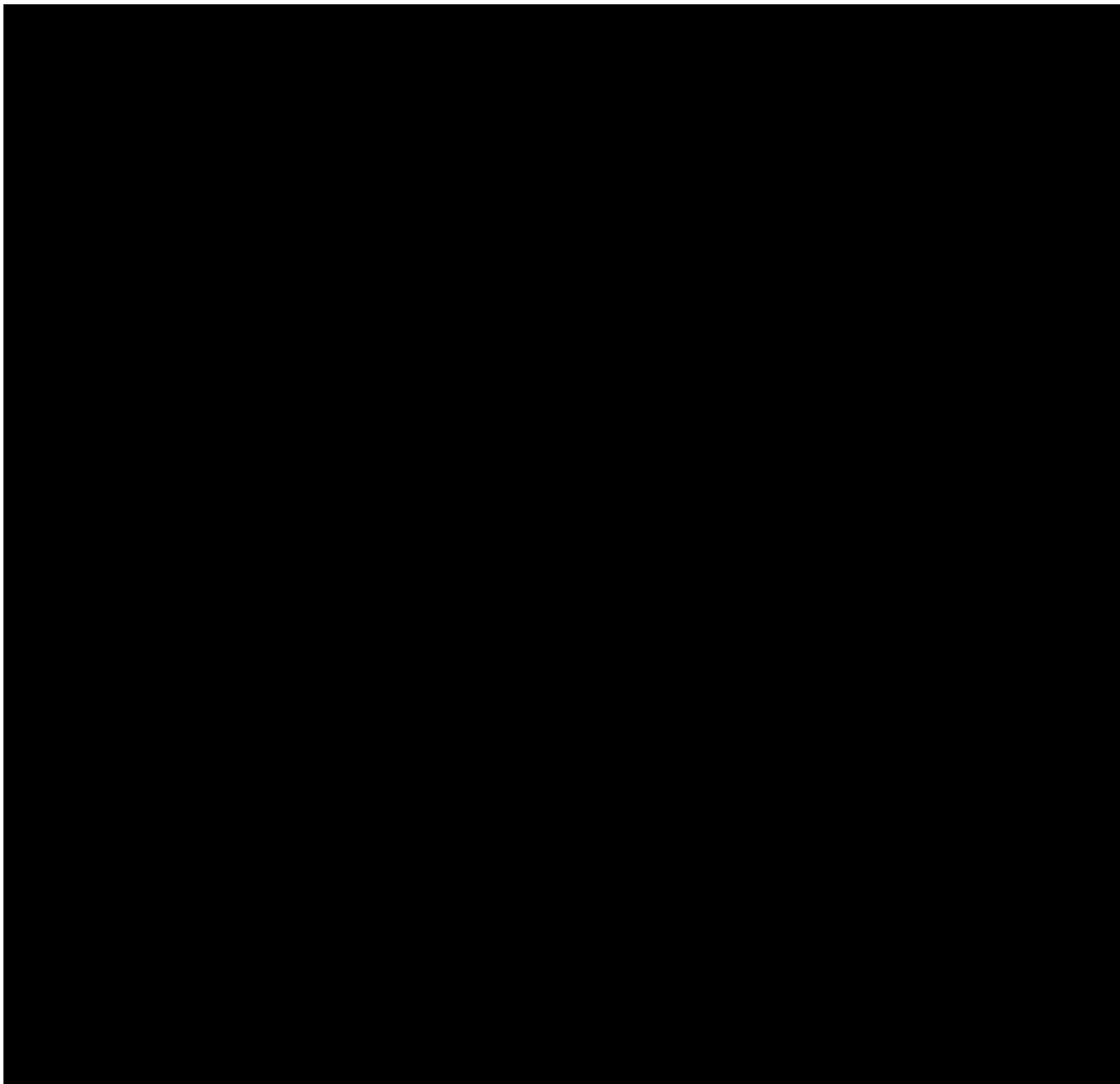
Intake

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

[REDACTED]

Data Maintenance in the Workforce Registry

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



Data Validation Rules

[Redacted text block containing six lines of information under the 'Data Validation Rules' section.]

Agency Services

[Redacted text block containing three lines of information under the 'Agency Services' section.]

[REDACTED]

Case Management

[REDACTED]

System Administration

[REDACTED]

Reporting and Analytics

[REDACTED]

- [REDACTED]
[REDACTED]
[REDACTED]

- [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

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

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

- [REDACTED]
 - [REDACTED]
[REDACTED]
 - [REDACTED]
[REDACTED]
 - [REDACTED]
[REDACTED]

Administrative

- [REDACTED]
 [REDACTED]
 ■ [REDACTED]
 [REDACTED]
 ■ [REDACTED]
 [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Registration

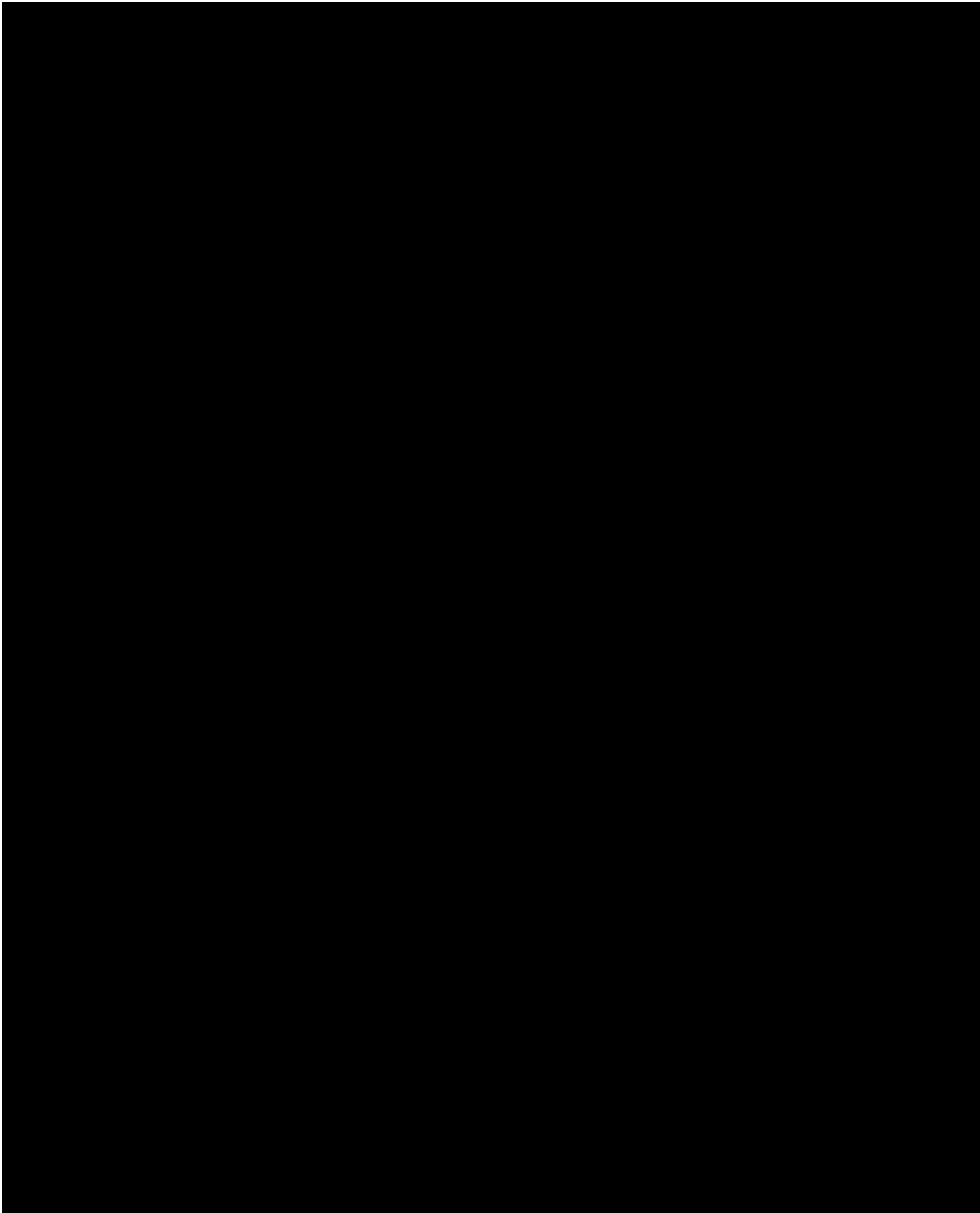
[REDACTED]

[REDACTED]

State of North Carolina Department of Health and Human Services
Division of Child Development and Early Education
RFP No: 30-23189

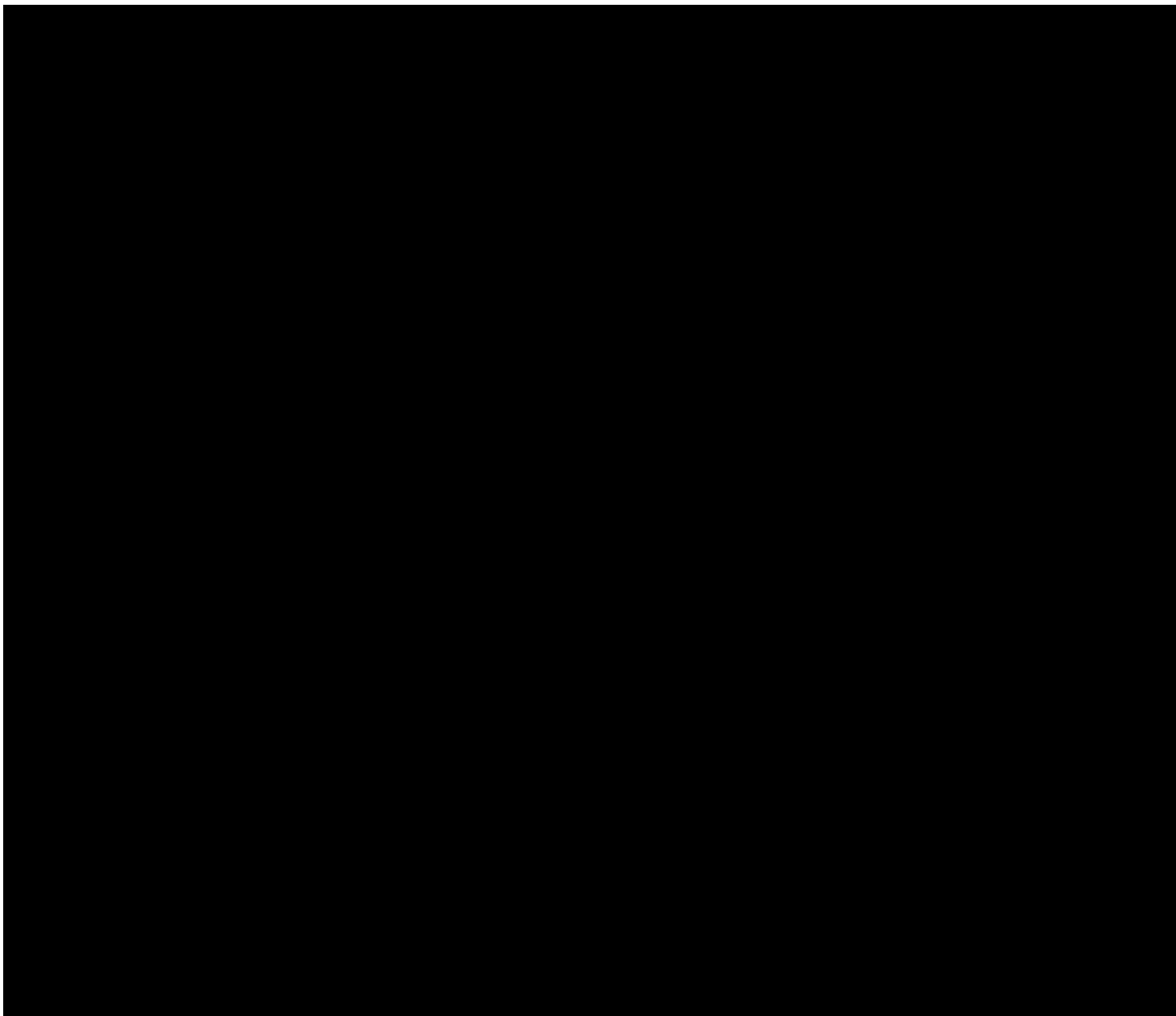
[REDACTED]

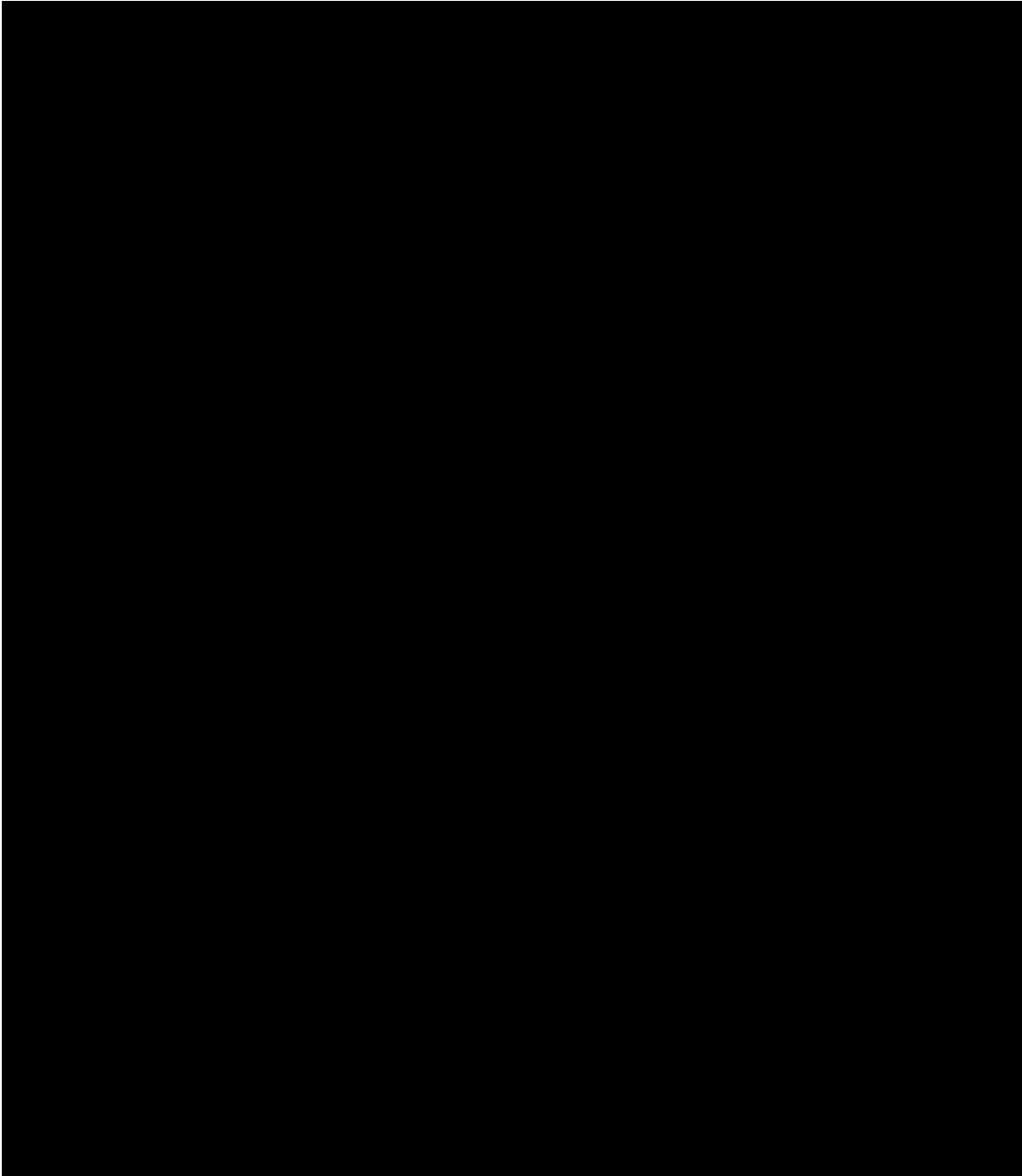
[REDACTED]



[REDACTED]

Bar Index	Approximate Length (%)
1	95
2	98
3	100
4	92
5	18
6	100
7	99
8	98
9	99
10	97
11	92
12	99
13	97
14	62
15	100
16	82





[Redacted text block]

[Redacted text block]

[REDACTED]

Notifications and Correspondence

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

Data Processing and System Validations

[REDACTED]

[REDACTED]

[REDACTED]

Child Application

[REDACTED]

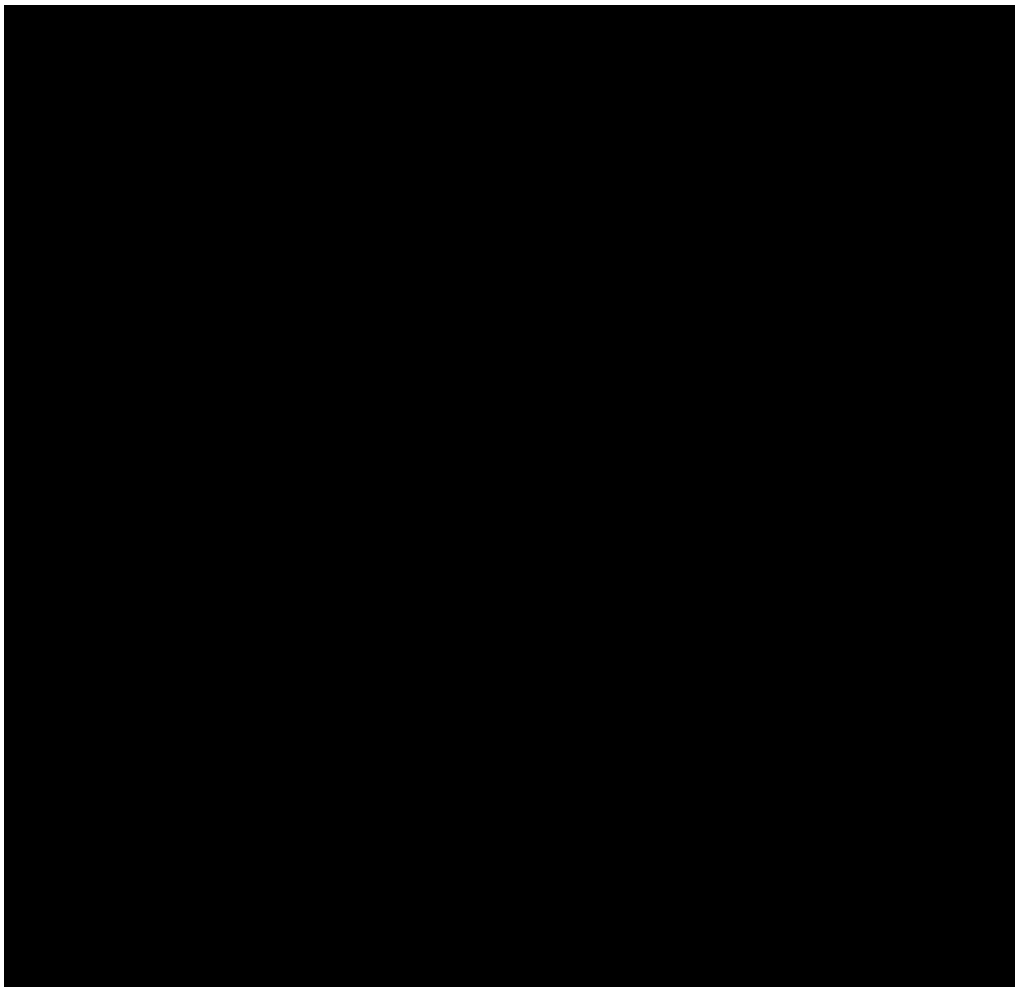


Figure 69. Example: Applicant Form.



State of North Carolina Department of Health and Human Services
Division of Child Development and Early Education
RFP No: 30-23189

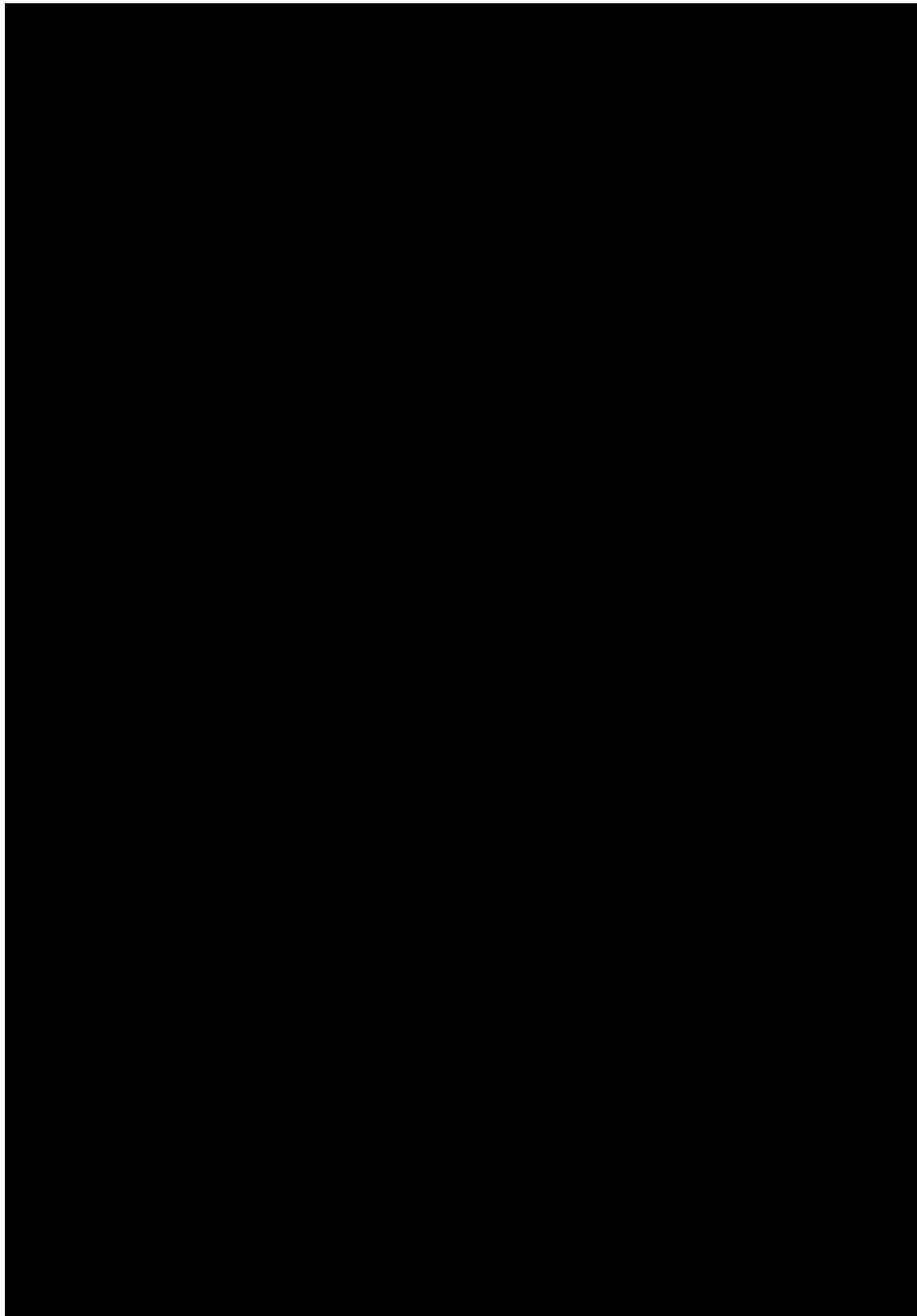
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

Assigning Queues and Priority

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Workflows

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Workflow Time-based/Approval/Role-Based Features

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

Workflow Automation

[REDACTED]

[REDACTED]

[REDACTED]

Workflow Maintenance and updates

Salesforce allows users to easily manage and maintain their business content to empower

[REDACTED]

[REDACTED]

[REDACTED] S.

Provider Enrollments

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Provider Calendar

[REDACTED]

[REDACTED]

System Administrators

Role-Based Administration

[REDACTED]

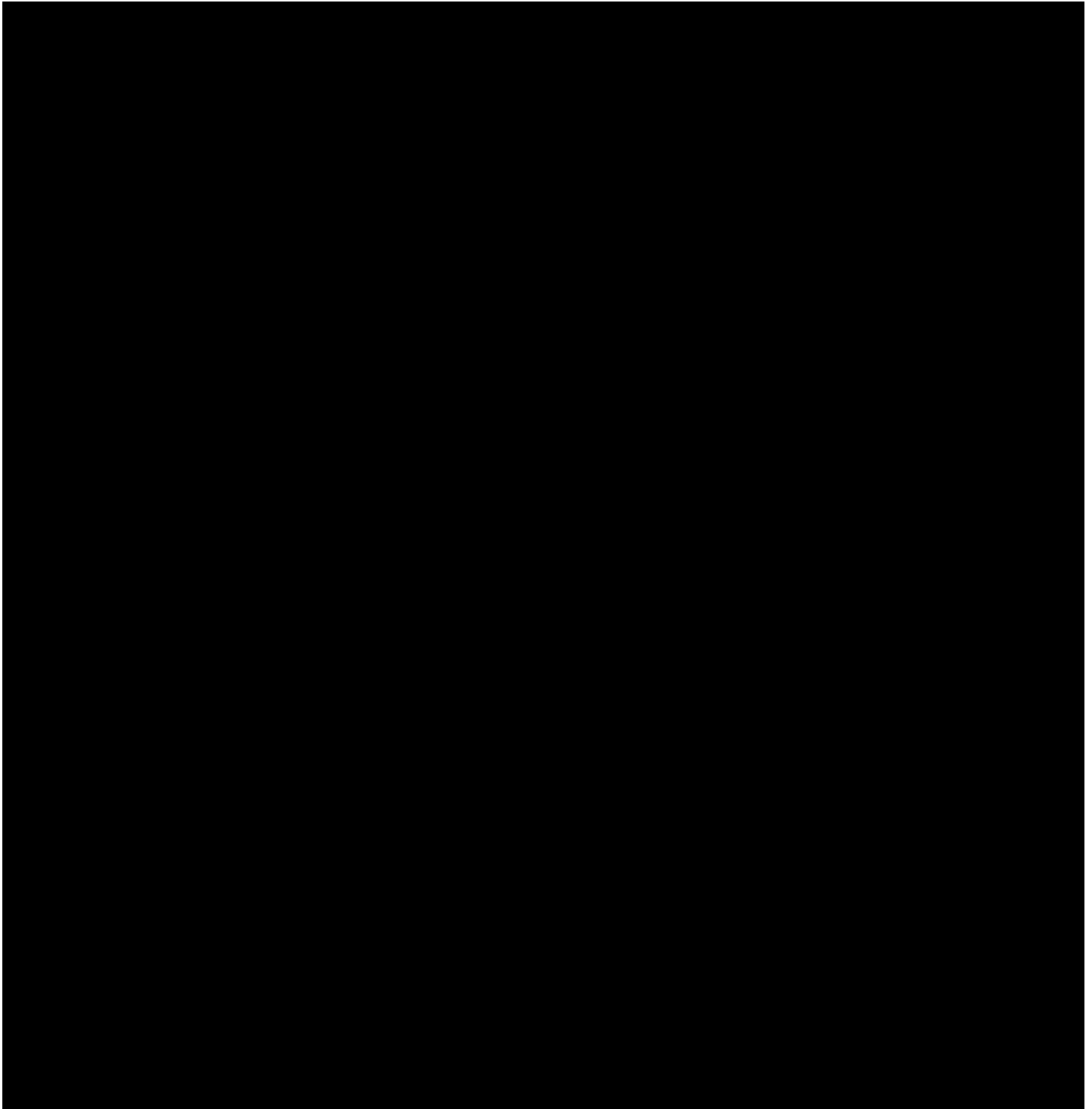
- [REDACTED]
- [REDACTED]

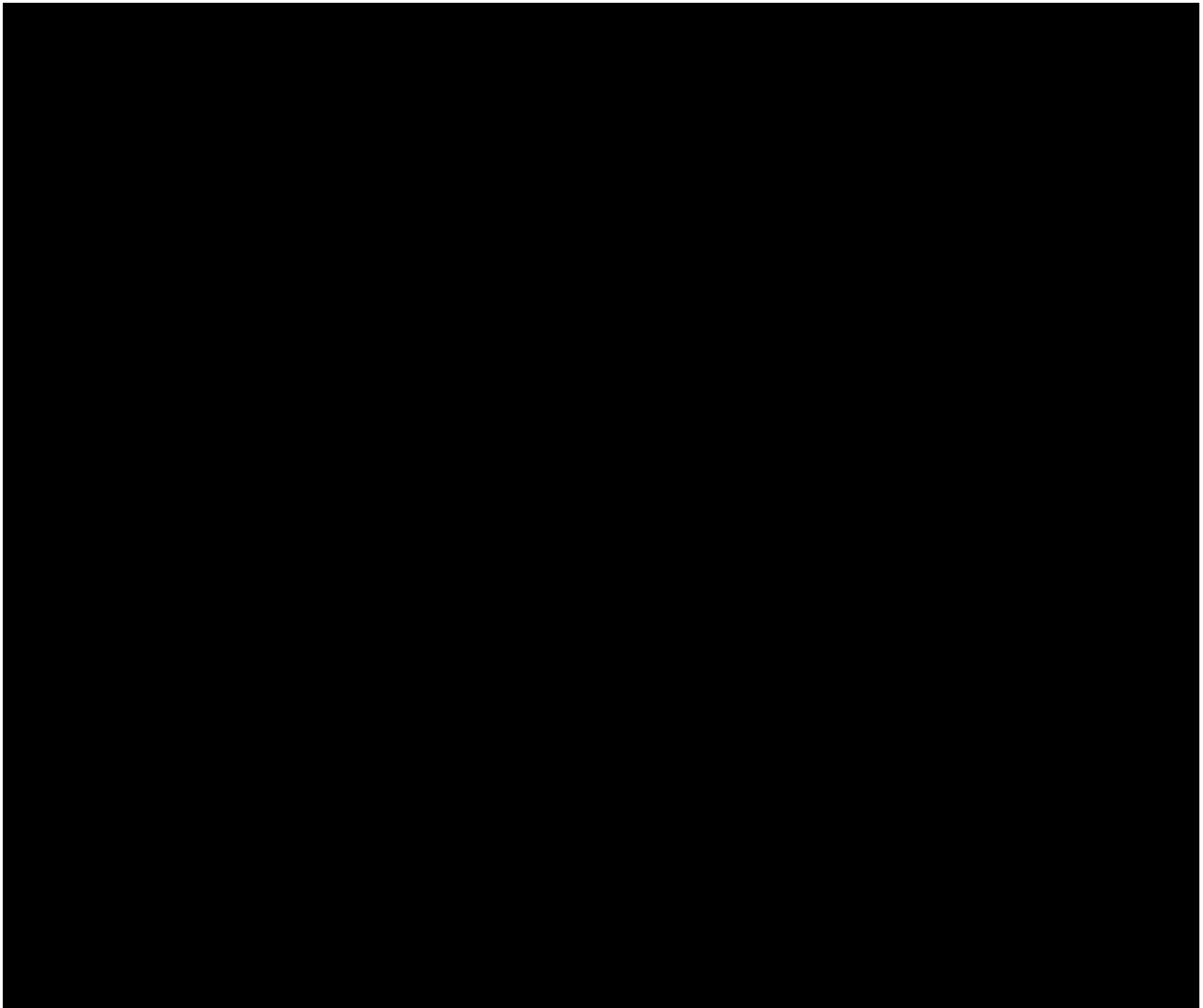
[REDACTED]

Incident and Help Desk Management

[REDACTED]

[REDACTED]





Reporting and Analytics

[Redacted text block containing multiple lines of information under the 'Reporting and Analytics' section.]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Schedule and Audit Reports

[REDACTED]

[REDACTED]

Security Analysis Report

[REDACTED]

[REDACTED]

Report Output

[REDACTED]

Automated Processes and System Calculations

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Interface with multiple internal and external systems

[illegible]

[REDACTED]

[REDACTED]

Document Management and Electronic Signatures

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

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

[REDACTED]

Role-Based Permission Management

[REDACTED]

[REDACTED]

[REDACTED]

Authentication Management

[REDACTED]

[REDACTED]

[REDACTED]

Duplicate Management

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Data Retention

[REDACTED]

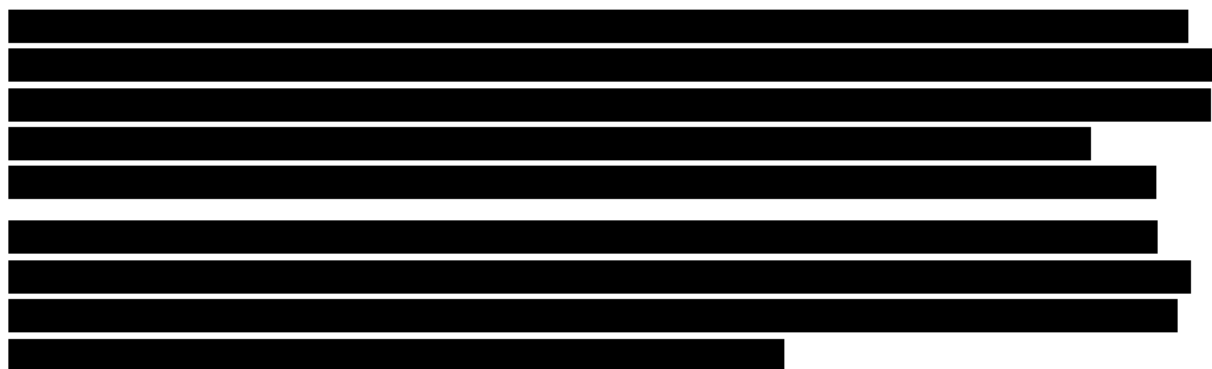
[REDACTED]

Global Search functionality

[REDACTED]

Age Group	Percentage Vaccinated
18-24	15%
25-34	25%
35-44	35%
45-54	45%
55-64	55%
65-74	65%
75-84	75%
85+	95%
All ages	50%

Figure 80. Accessibility, Privacy, and Security Requirements.



3.4 BUSINESS AND TECHNICAL SPECIFICATIONS

ATTACHMENT N: SUBSIDY PROVIDER COMPLIANCE BUSINESS SPECIFICATIONS

Ad Hoc Visits, Subsidy and Other Referrals, Regulatory Actions Technical Assistance

[REDACTED]

[REDACTED]

[REDACTED]

Investigation Finding Report

[REDACTED]

[REDACTED]

Automation and Letter Generation

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Signature and Document Repository

[REDACTED].

[REDACTED]

3.4 BUSINESS AND TECHNICAL SPECIFICATIONS

BUSINESS AND TECHNICAL SPECIFICATIONS

[REDACTED]

Workflow Management Data Management Usability

RFP Reference: Attachment O, Business And Technical Specifications, Workflow Management Data Management Usability, Page 163

TSpec_1 Explain the solution's capability to enable stakeholders to manage and tailor workflows (create, edit, delete). Describe the degree of workflow complexity the solution will enable the state to manage. Describe its ability to evaluate data values internal and external to it in directing its workflows.

[REDACTED]

Workflow Management Data Management Document/Forms Management

RFP Reference: Attachment O, Business And Technical Specifications, Workflow Management Data Management Document/Forms Management , Page 163

TSpec_2 Explain the solution's ability to use metadata in exercising its functionality, including creating, reading, updating, and deleting it. Explain its capability of doing so for digital data internal and external to it. Explain its ability to assess metadata in informing conditions required for exercising specific workflows.

[REDACTED]

[REDACTED]

Workflow Management Data Management Document/Forms Management

RFP Reference: Attachment O, Business And Technical Specifications , Workflow Management Data Management Document/Forms Management, Page 163

TSpec_3 Describe the solution's support for electronic signatures, including its ability to assess them in informing the execution of workflows defined in the solution.

[REDACTED]

Workflow Management Data Management

RFP Reference: Attachment O, Business And Technical Specifications , Workflow Management Data Management, Page 163

TSpec_4 Describe the solution's capability for assessing internal and external data values as conditions for executing specified workflows.

[REDACTED]

Workflow Management Scheduling Communication (alerts, reminders, emails, text) Interface, Network, Security

RFP Reference: Attachment O, Business And Technical Specifications , Workflow Management Scheduling Communication (alerts, reminders, emails, text) Interface, Network, Security , Page 163

TSpec_5 Describe the solution's use of scheduling capability in exercising and enforcing specified workflows involving internal and external stakeholders.

[REDACTED]

[REDACTED]

[REDACTED]

Workflow Management Document/Forms Management Interface, Network, Security

RFP Reference: Attachment O, Business And Technical Specifications , Workflow Management Document/Forms Management Interface, Network, Security , Page 163

TSpec_6 Describe the solution's ability to route documents and packets of documents manually and automatically through specified workflows.

[REDACTED]

Workflow Management

RFP Reference: Attachment O, Business And Technical Specifications , Workflow Management , Page 163

TSpec_7 Describe the solution's ability to enforce the sequence of steps in workflows.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Workflow Management Communication (alerts, reminders, emails, text)

RFP Reference: Attachment O, Business And Technical Specifications , Workflow Management Communication (alerts, reminders, emails, text), Page 163

TSpec_8 Describe the solution's ability to visually illustrate real-time progress through defined workflows.

[REDACTED]

Workflow Management Scheduling Communication (alerts, reminders, emails, text) Interface, Network, Security

RFP Reference: Attachment O, Business And Technical Specifications , Workflow Management Scheduling Communication (alerts, reminders, emails, text) Interface, Network, Security, Page 163

TSpec_9 Describe the solution's automatic alerting, notification, reminder, reply, emailing, and messaging capabilities, triggered by events and conditions defined by the business, as part of supporting enforcement of specified workflows. Describe the solution's ability to exercise those capabilities in ways tailored for specific workflows involving various internal and external stakeholder groups.

[REDACTED]

Workflow Management Scheduling Communication (alerts, reminders, emails, text) Interface, Network, Security

RFP Reference: Attachment O, Business And Technical Specifications , Workflow Management Scheduling Communication (alerts, reminders, emails, text) Interface, Network, Security, Page 164

TSpec_10 Describe the solution's capability for manual alerting, notification, reminder, emailing, and messaging in supporting enforcement of specified workflows. Describe the solution's ability to exercise those capabilities in ways tailored for specific workflows involving internal and external stakeholder groups.

[REDACTED]

Workflow Management Data Management Document/Forms Management

RFP Reference: Attachment O, Business And Technical Specifications , Workflow Management Data Management Document/Forms Management , Page 164

TSpec_11 Describe the solution's capability to assess the status of documents and field values as conditions informing workflow paths of execution.

[REDACTED] s.

Workflow Management Data Management Document/Forms Management

RFP Reference: Attachment O, Business And Technical Specifications , Workflow Management Data Management Document/Forms Management , Page 164

TSpec_12 Describe the solution's capability for manual and automatic generation of electronic forms as inputs to and as outputs of specified workflows.

[REDACTED]

- [REDACTED]
- [REDACTED]

Workflow Management Data Management Document/Forms Management

RFP Reference: Attachment O, Business And Technical Specifications , Workflow Management Data Management Document/Forms Management , Page 164

TSpec_13 Describe the solution's capability to require specified fields be populated within its various workflows.

[REDACTED]

[REDACTED]

Data Management Interface, Network, Security

RFP Reference: Attachment O, Business And Technical Specifications , Data Management Interface, Network, Security , Page 164

TSpec_14 Describe the solution's capability to manage lists or support interface with an auxiliary application to that end.

[REDACTED]

[REDACTED]

Workflow Management Data Management Interface, Network, Security

RFP Reference: Attachment O, Business And Technical Specifications , Workflow Management Data Management Interface, Network, Security , Page 164

TSpec_15 Describe the solution's capability to automatically perform calculations per formulas provided by the business. The source of data used to perform the calculations may be internal and/or external to the solution. Describe the solution's ability to assess calculation results as conditions informing execution of specified workflows. Describe the solution's ability to report on the calculations.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Interface, Network, Security Workflow Management Documents/Forms Management Report Management Administration

RFP Reference: Attachment O, Business And Technical Specifications , Interface, Network, Security Workflow Management Documents/Forms Management Report Management Administration , Page 164

TSpec_16 Describe the solution's capability for managing user access (add, remove, suspend, archive, permissions, roles, etc.) including hierarchical implementation capabilities and organizational associations, and the levels to which the solution supports their application in workflows, forms, fields, and reports.

[REDACTED]

[REDACTED]

User Management Workflow Management Data Management

RFP Reference: Attachment O, Business And Technical Specifications, User Management Workflow Management Data Management, Page 164

TSpec_17 Describe the solution's ability to support simultaneous use of it by multiple stakeholders. Describe how it manages simultaneous access to the same data while ensuring data integrity.

[REDACTED]

[REDACTED]

Interface, Network, Security Data Management

RFP Reference: Attachment O, Business And Technical Specifications, Interface, Network, Security Data Management, Page 164

TSpec_18 Describe the solution's model(s) for interfacing with auxiliary systems and solutions. Discuss all types that are feasible with the solution and the levels of effort to implement them. Describe the solution's capability to enable stakeholders to exercise functionality within the auxiliary systems/solution with and without leaving the environment of your solution. Describe associated data exchange capabilities.

[REDACTED]

Interface, Network, Security

RFP Reference: Attachment O, Business And Technical Specifications, Interface, Network, Security, Page 165

TSpec_19 The solution will need to interface with multiple systems, some of which require authentication for access. Describe the solution's authentication model and explain how the solution minimizes the number of times stakeholders are required to enter user credentials to access each interfaced system/solution, including when the authentication models between solutions/systems differ.

[REDACTED]

Interface, Network, Security

RFP Reference: Attachment O, Business And Technical Specifications, Interface, Network, Security, Page 165

TSpec_20 Explain the solution's capability to incorporate the state's authentication model for accessing it.

[REDACTED]

Interface, Network, Security Workflow Management Data Management

RFP Reference: Attachment O, Business And Technical Specifications , Interface, Network, Security Workflow Management Data Management , Page 165

TSpec_21 Explain the solution's capability to assess data passed during authentication to inform workflows available to the stakeholders.

[REDACTED]

[REDACTED]

Interface, Network, Security

RFP Reference: Attachment O, Business And Technical Specifications , Interface, Network, Security, Page 165

TSpec_22 Describe the solution's authorization capability.

[REDACTED]

Data Management Interface, Network, Security

RFP Reference: Attachment O, Business And Technical Specifications, Data Management Interface, Network, Security , Page 165

TSpec_23 Explain the solutions capability to interface with and manage data in the government cloud or on government premises.

[REDACTED]

Usability Security

RFP Reference: Attachment O, Business And Technical Specifications, Usability Security ,Page 165

TSpec_24 Describe the capabilities the solution offers to enable stakeholders to enter data via standard data types (ex: checkbox, radio button, textbox, etc.) and its ability to mask data on entry.

[REDACTED]

[REDACTED]

Error Checking Data Management

TSpec_25 Describe how the solution minimizes the opportunity for user errors during data entry and before data submission.

TSpec_26 Describe the solution's ability to support manual and automated management (create, update, view, delete) of electronic records and documents that comprise them. Explain its ability to manage data internal to it and external to it.

TSpec 27 Describe the solution's ability to upload/download and/or distribute documents and/or data from forms to internal and external stakeholders.

[REDACTED]

[REDACTED]

Communication (alerts, reminders, emails, text) Interface, Network, Security Usability

RFP Reference: Attachment O, Business And Technical Specifications, Communication (alerts, reminders, emails, text) Interface, Network, Security Usability , Page 165

TSpec_28 Describe the solution's automatic, real-time update capability.

[REDACTED]

Document Management Report Management

RFP Reference: Attachment O, Business And Technical Specifications, Document Management Report Management , Page 165

TSpec_29 Describe the solution's capability for generating standard and ad-hoc documents, including reports.

[REDACTED]

[REDACTED]

Report Management

RFP Reference: Attachment O, Business And Technical Specifications , Report Management , Page 165

TSpec_30 Describe the solution's reporting capability, including its ability to generate standard and customized reports in output formats specified by stakeholders.

[REDACTED]

Report Management

RFP Reference: Attachment O, Business And Technical Specifications , Report Management , Page 165

TSpec_31 Describe the solution's capability for manual and/or scheduled individual and/or batch reporting.

[REDACTED]

Report Management

RFP Reference: Attachment O, Business And Technical Specifications , Report Management , Page 166

TSpec_32 Describe the solution's capability to enable stakeholders to edit specified reports and documents it generates.

[REDACTED]

[REDACTED]

Report Management

RFP Reference: Attachment O, Business And Technical Specifications , Report Management , Page 166

TSpec_33 Describe the solution's capability to prevent stakeholders from editing specified reports and documents it generates.

[REDACTED]

Report Management Data Management File Management Document Management

RFP Reference: Attachment O, Business And Technical Specifications , Report Management Data Management File Management Document Management , Page 166

TSpec_34 Describe the document and report formats the solution enables stakeholders to produce

[REDACTED]

Data Management File Management Interface, Network, Security

RFP Reference: Attachment O, Business And Technical Specifications , Data Management File Management Interface, Network, Security , Page 166

TSpec_35 Describe the solution's ability to save data to stores internal and external to it.

[REDACTED]

[REDACTED]

Workflow Management Data Management File Management Document Management Interface, Network, Security

RFP Reference: Attachment O, Business And Technical Specifications , Workflow Management Data Management File Management Document Management Interface, Network, Security , Page 166

TSpec_36 Explain the solution's ability to, manually and automatically, create data records and documents and export them to specified data stores.

[REDACTED]

Workflow Management Data Management File Management Document Management Interface, Network, Security

RFP Reference: Attachment O, Business And Technical Specifications , Workflow Management Data Management File Management Document Management Interface, Network, Security , Page 166

TSpec_37 Explain the solution's ability to, manually and automatically, import data records and documents from external stores and consume them in exercising workflows managed within the solution.

[REDACTED]

[REDACTED]

Workflow Management Data Management File Management Document Management Interface, Network, Security

RFP Reference: Attachment O, Business And Technical Specifications, Workflow Management Data Management File Management Document Management Interface, Network, Security , Page 166

TSpec_38 Explain how the solution secures data in transit and at rest.

[REDACTED]

Interface, Network, Security Data Management

RFP Reference: Attachment O, Business And Technical Specifications , Interface, Network, Security Data Management , Page 166

TSpec_39 Describe the solution's capability for remaining useable when offline.

[REDACTED]

Workflow Management Data Management File Management Document Management Interface, Network, Security

RFP Reference: Attachment O, Business And Technical Specifications , Workflow Management Data Management File Management Document Management Interface, Network, Security , Page 166

TSpec_40 Describe the solution's ability to manage data while it is offline and automatically synchronize that data with all required internal and external data stores when it comes online.

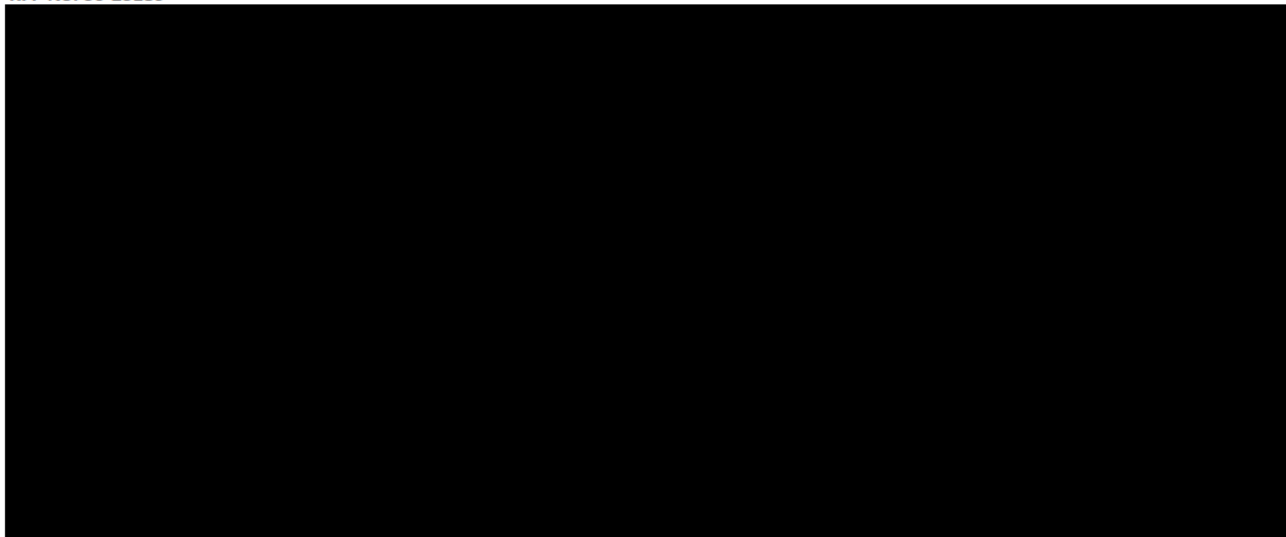
[REDACTED]

TSpec 41 Describe the solution's capability for searching data internal and external to it. Include capabilities for constraining the search and filtering search results.

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

TSpec_42 Describe how it enables the business to directly manage text as it needs to (ex: letterhead, signature line, legislative narrative, message text, notification text, alert text, email text, help text, etc.)

[REDACTED]



Forms Management

RFP Reference: Attachment O, Business And Technical Specifications , Forms Management , Page 167

TSpec_43 Describe how the solution enables management (generation and customization) of form templates.

[Redacted text block]

[Redacted text block]

[Redacted text block]

Data Management File Management Document Management

RFP Reference: Attachment O, Business And Technical Specifications , Forms Management , Page 167

TSpec_44 Describe the solution's ability to enable stakeholders to view common file types (ex: pdf, doc, jpg, png, mp4, etc.)

[Redacted text block]

[REDACTED]

User Management Workflow Management Data Management Interface, Network, Security Document Management Usability

RFP Reference: Attachment O, Business And Technical Specifications , User Management Workflow Management Data Management Interface, Network, Security Document Management Usability User Editability , Page 167

TSpec_45 Describe the solution's capability to present information from internal and external sources to stakeholders tailored to their individual needs by role. Explain ways it enables stakeholders to tailor the way the information is presented.

[REDACTED]

User Management Workflow Management Data Management Interface, Network, Security Document Management Usability

RFP Reference: Attachment O, Business And Technical Specifications , User Management Workflow Management Data Management Interface, Network, Security Document Management Usability User Editability , Page 167

TSpec_46 Describe the solution's capability for enabling stakeholders to define new fields needed to support business process.

[REDACTED]

Workflow Management Administration

RFP Reference: Attachment O, Business And Technical Specifications , Workflow Management Administration , Page 167

TSpec_47 Describe the solution's ability to automatically enable, disable, and/or populate fields based on conditions defined by the business.

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Interface, Network, Security Audit Log Report Management

RFP Reference: Attachment O, Business And Technical Specifications , Interface, Network, Security Audit Log Report Management , Page 168

TSpec_50 Describe the solution's audit logging capability. Describe opportunities for enabling the business to define information to be captured in the log and for creating customized logs. Explain how it enables stakeholders to view, query, filter, and report on its content.

- [REDACTED]
- [REDACTED]
 - [REDACTED]

Help

RFP Reference: Attachment O, Business And Technical Specifications , Help , Page 168

TSpec_51 Describe the solution's help capability.

- [REDACTED]

[REDACTED]

Training Testing

RFP Reference: Attachment O, Business And Technical Specifications , Training Testing , Page 168

TSpec_52 Describe provisions for testing changes to the solution and for training stakeholders.

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

Print Document Management

RFP Reference: Attachment O, Business And Technical Specifications , Print Document Management , Page 168

TSpec_53 Describe the solution's print capability.

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

Usability

RFP Reference: Attachment O, Business And Technical Specifications , Usability , Page 168

TSpec_54 Describe how the solution is built to be mobile friendly and browser agnostic.

[REDACTED]

Payment Processing

RFP Reference: Attachment O, Business And Technical Specifications , Payment Processing, Page 168

TSpec_55 Describe the solution's payment processing capabilities and/or support for them.

[REDACTED]

Geo-mapping Usability

RFP Reference: Attachment O, Business And Technical Specifications, Geo-mapping Usability , Page 168

TSpec_56 Describe the solution's geo-mapping capability.

[REDACTED]

Accessibility Usability

RFP Reference: Attachment O, Business And Technical Specifications , Accessibility Usability , Page 168

TSpec_57 Describe the solution's capability to enable stakeholders to customize the user interface and corresponding correspondence and artifacts such that they conform to a selected language preference, including translation capability to and from selected language preference. Include in description support for special characters associated with language preference.

[REDACTED]

Usability Security

RFP Reference: Attachment O, Business And Technical Specifications , Usability Security , Page 168

TSpec_58 Describe the solution's capability for redacting or supporting redaction of documents it generates and/or manages.

[REDACTED]

Self-Service Workflow Management

RFP Reference: Attachment O, Business And Technical Specifications, Self-Service Workflow Management , Page 168

TSpec_59 Describe the solution's self-service capability (self-registration and/or enrollment functionality, profile maintenance, etc.). Include description of queueing capability in support of registration/enrollment process management (ex: FIFO). Include automatic registration/enrollment capability and handling of exception cases (ex: partial or incomplete registration/enrollment, purging dangling registration records, etc.)

[REDACTED]

[REDACTED]

Administration Security File Management

RFP Reference: Attachment O, Business And Technical Specifications, Administration Security File Management , Page 168

TSpec_60 Describe the solution's registration and/or enrollment record management capability (create, read, update, delete, suspend, merge, unmerge, confirmation, etc.)

[REDACTED]

Document Management Report Management File Management

RFP Reference: Attachment O, Business And Technical Specifications , Document Management Report Management File Management , Page 168

TSpec_61 Describe the solution's capability for enabling stakeholders to manage libraries of standardized text and use it in managing (create, update) documents and reports it generates.

[REDACTED]

Document Management File Management

RFP Reference: Attachment O, Business And Technical Specifications, Document Management File Management, Page 169

TSpec_62 Describe the solution's ability to convert an image of text into a machine-readable text format or support for that functionality via interface with an auxiliary solution that does.

[REDACTED]

Security

RFP Reference: Attachment O, Business and Technical Specifications, Security, Page 169

TSpec_63 Describe your process detecting and minimizing security vulnerabilities resulting from solution development. Describe your process for resolving security vulnerabilities discovered after deployment to production.

[REDACTED]

Accounting and Budgeting

RFP Reference: Attachment O, Business And Technical Specifications, Accounting and Budgeting , Page 169

TSpec_64 Describe the solution's capability for supporting business processes requiring accounting and budget management.

[REDACTED]

Branding

RFP Reference: Attachment O, Business and Technical Specifications, Branding, Page 169

TSpec_65 Describe the solution's ability to support stakeholder branding requirements.

[REDACTED]

Analytics

RFP Reference: Attachment O, Business and Technical Specifications, Analytics, Page 169

TSpec_66 Describe the solution's data analytics capabilities.

[REDACTED]

[REDACTED]

[REDACTED]

Classroom Management

RFP Reference: Attachment O, Business and Technical Specifications, Classroom Management, Page 169

TSpec_67 Describe the solution's classroom management capabilities, including functionality enabling the use of classroom relevant abstractions that support operations and future state preparation activities.

[REDACTED]

RFP Reference: Attachment O, Business and Technical Specifications, Survey Management, Page 169

TSpec_68 Describe the solution's survey management capabilities.

[REDACTED]

[REDACTED]

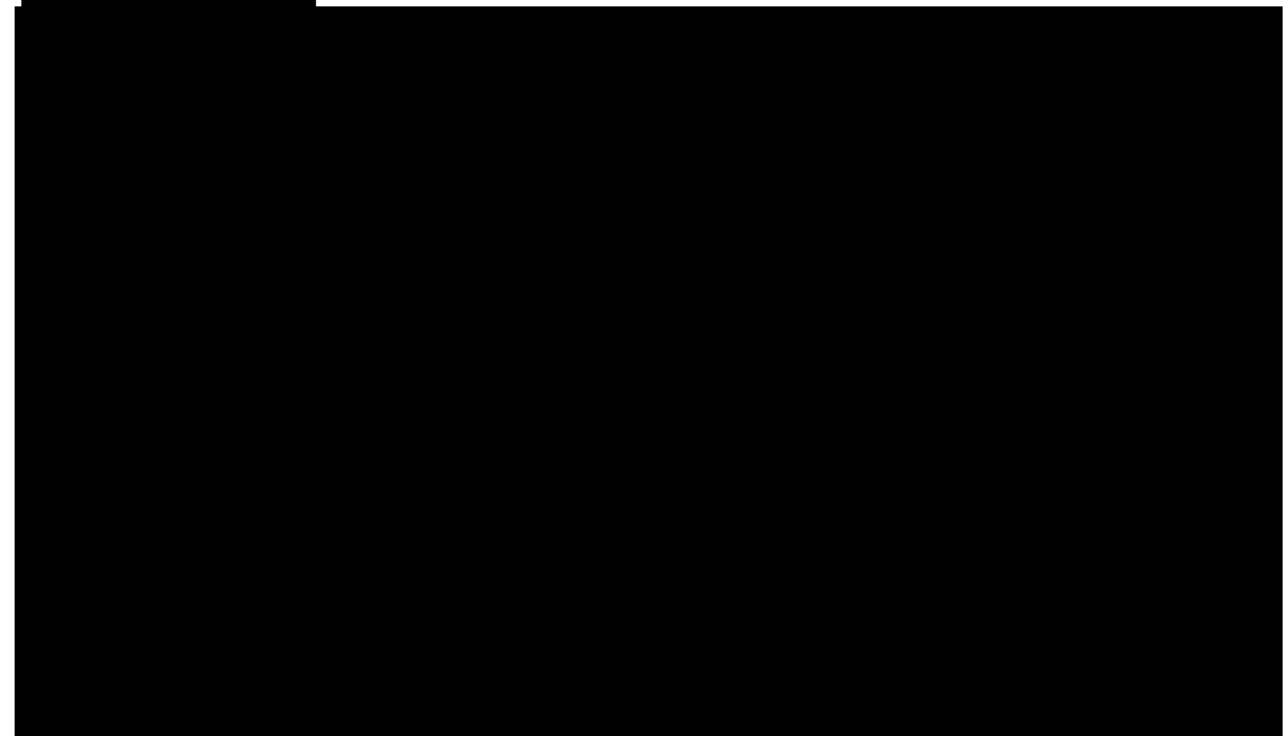


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3.5 MANAGEMENT SPECIFICATIONS

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS, Page 11

Following specifications concern specific tasks to be completed during the Contract term, which will be divided into the Project Execution Contract Phase and Operations and Maintenance (O&M) Contract Phase. This section also requests additional information about the Vendor's proposed Project and ongoing O&M support approach, including partnership with State IT and Business personnel for delivery.

ded Vendor will complete delivery (defined as Agency acceptance of the stabilized solution) no later than September 30, 2024.

3.5.1 Software Development Lifecycle (SDLC)

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.1 Software Development Lifecycle (SDLC), Page 11

Describe the SDLC approach, methodology, and tools you will use for supporting the Agency in delivering the proposed Solution, including Changes made to the Solution. The Agency requests use of agile-based methodologies.

State of North Carolina Department of Health and Human Services
Division of Child Development and Early Education
RFP No: 30-23189

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]y.

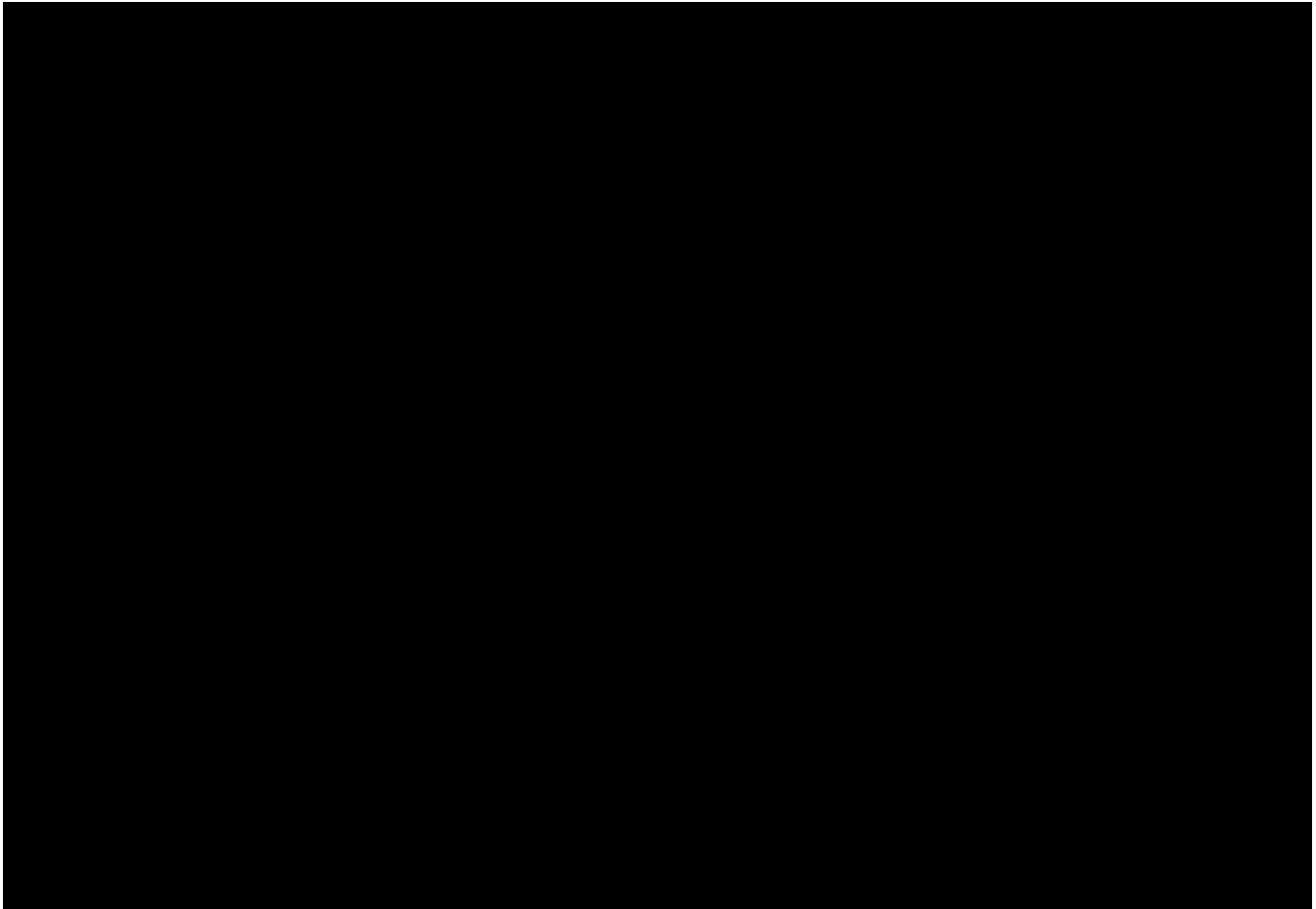
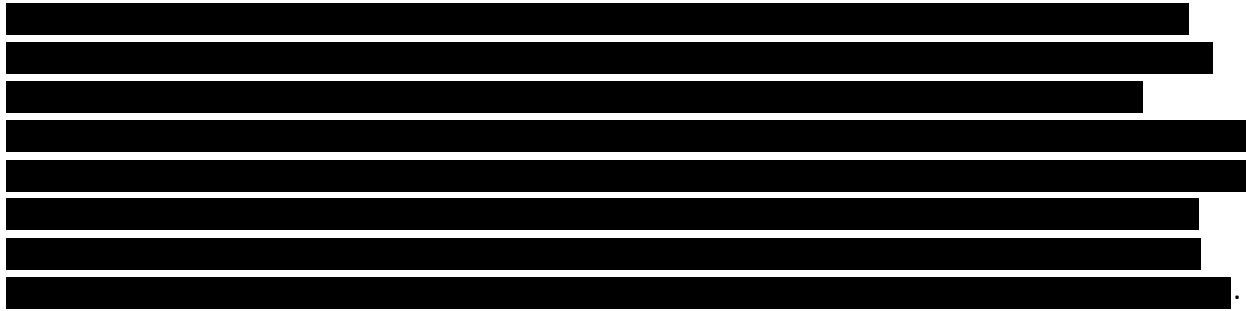
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Alignment Between the DCDEE and the Deloitte Teams

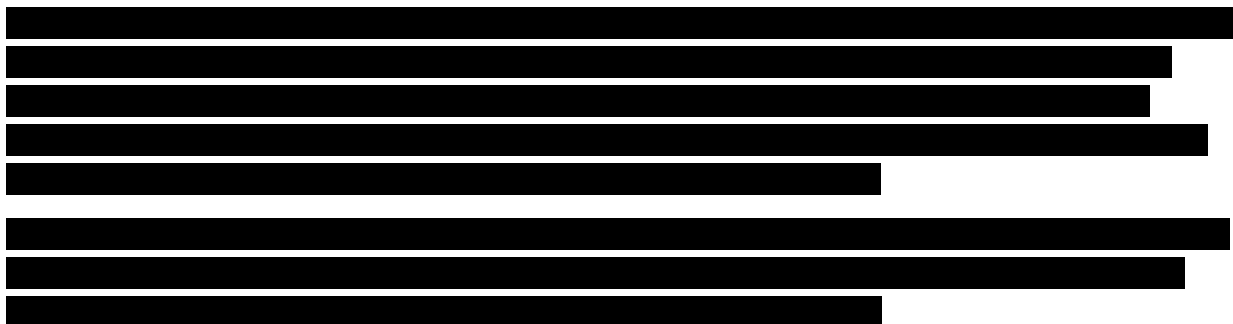
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Overall Project Timeline



Thinking Behind the Timeline



[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

3.5.2. Project Management

1. Vendor Project Management Approach

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.2 Project Management, 1.Vendor Project Management Approach, Page 11

The State's framework employs decision points throughout the project for approval to proceed with next tasks (reference <https://it.nc.gov/programs/project-portfolio-management/quality-management-system>). The project stages in which the Vendor will be engaged include the Planning and Design Phase, Execution and Build, Implementation and Closeout phases. Reference Section 7.11 for additional information about Project Management.

Describe your approach to Project Management to be utilized in support of the State's project management framework, including:

- a. All project management tools needed to deliver the Solution and meet Business and Technical and Management Specifications.
- b. Approach and tasks for monitoring and controlling the project's schedule, scope, budget/resource tracking, risks, issues, change and quality. The State prefers use of Agile frameworks.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]

- [REDACTED]

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Project Management Tools

[REDACTED]
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[REDACTED]
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State of North Carolina Department of Health and Human Services
Division of Child Development and Early Education
RFP No: 30-23189

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2 Vendor Project and O&M Deliverables

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.2 Project Management, 2. Vendor Project and O&M Deliverables , Page 12

Describe your approach to complete, or assist State personnel in completing, all Project Deliverables according to the Vendor Responsibilities listed in the table provided below in this section during the Project Execution Contract Phase and the O&M Contract Phase. If the Vendor Responsibility is listed as Contributor for a Project Management Deliverable, then the State is the Owner and is responsible for the completion of the Project Management Deliverable, with Vendor assistance. If the Vendor is listed as the Owner, then the Vendor is responsible for completion of the Project Management Deliverable, with State assistance (i.e., State is the Contributor).

Reference Attachment J: Minimum Content for Project and O&M Deliverables for description of and provision requirements for Project Management Deliverables. (The requirements set forth in Attachment J: Minimum Content for Project and O&M Deliverables apply to the deliverables during the contract term.)

Project & O&M Deliverable	Vendor Responsibility for Project Execution Contract Phase	Vendor Responsibility for O&M Contract Phase
Kick-Off Meeting		n/a
Project Kick-Off Meeting Report		n/a
Executed Escrow Agreement and Escrowed Solution Source Code (if COTS product(s) are included in the proposal)	Owner	n/a
Vendor Project Schedule	Owner	n/a
Vendor Project Management Plan	Owner	n/a
Vendor Project Staffing Plan	Owner	n/a
Project Communication Plan and Communications Matrix	Contributor	n/a
Project Risk and Issues Management Plan, Project Risk Watch List Matrix, and Project Issues Log	Contributor	n/a
Project & O&M Deliverable	Vendor Responsibility for Project Execution Contract Phase	Vendor Responsibility for O&M Contract Phase
Vendor Software Quality Assurance Plan	Owner	Review and update every twelve (12) months or when impacted
Project Change Management Plan, Project Change Request Form, and Project Change Request Log	Contributor	n/a
Security Plan	Vendor-Hosted Solution: Owner ; or State-Hosted Solution: Contributor	Review and update every twelve (12) months or when impacted
Technical Architecture Diagrams	Owner	Owner
Configuration and Release Management Plan	Owner	Review and update every twelve (12) months or when impacted
Training Plan	Owner	Review and update every twelve (12) months or when impacted
Test Plan (Technical Testing; see also dedicated Data Migration and Performance Test Plans below)	Owner	Review and update every twelve (12) months or when impacted
Deployment Plan	Owner	Review and update every twelve (12) months or when impacted
Gap Analysis Document	Owner	n/a
Project & O&M Deliverable	Vendor Responsibility for Project Execution Contract Phase	Vendor Responsibility for O&M Contract Phase
System Requirements Document	Owner	Update when impacted
Solution/Sprint Backlogs	Solution Backlog: Contributor Sprint Backlog: Owner	Contributor
Use Cases	Owner	Owner
User Stories	Contributor	Contributor
Requirements Traceability Matrix	Owner	Owner
Data Model	Owner	Update when impacted
Data Dictionary	Owner	Update when impacted
Detailed Design Specifications Document	Owner	Review and update when impacted
Infrastructure Requirements (State- Hosting Option only)	Owner	Update when impacted
Infrastructure Configuration Specifications (State-Hosting Option only)	Owner	Update when impacted
Vendor Recommendation for Technical Training for State IT Support Personnel	Owner	Update when impacted
Configured State Technical Environments (for State-Hosting Option)	Contributor	n/a
Technical Skills Transfer (State- Hosting Option only)	Owner	Update when impacted
Project & O&M Deliverable	Vendor Responsibility for Project Execution Contract Phase	Vendor Responsibility for O&M Contract Phase

State of North Carolina Department of Health and Human Services
Division of Child Development and Early Education
RFP No: 30-23189

Base Product and Base Product Installation Instructions (for COTS products with State-Hosting Option)	Owner	Owner for new product releases
Assist the State to install the Base Product(s) (for COTS products with State-Hosting Option)	Owner	Owner for new product releases
Design Review Sessions	Owner	Owner
Test Cases	Owner	Owner
Test Scripts	Owner	Owner
Prepare and Demonstrate All Test Environments	Vendor-Hosted Environments: Owner State-Hosted Testing Environments: Contributor	Vendor-Hosted Environments: Maintain testing environments as needed State-Hosted Testing Environments: Contributor
Unit Test Results Report	Owner	Owner
System Test Results Report	Owner	Owner
Regression Test Results Report	Owner	Owner
Integration Test Results Report	Owner	Owner
Accessibility Test Results Report	Owner	Owner
Demonstration of Tested System	Owner	Owner
General Backup and Recovery Plan	Vendor-Hosted Solution: Owner State-Hosted Solution: Contributor	Review and update every twelve (12) months or when impacted
Project & O&M Deliverable	Vendor Responsibility for Project Execution Contract Phase	Vendor Responsibility for O&M Contract Phase
Disaster Recovery Plan	Vendor-Hosted Solution: Owner State-Hosted Solution: Contributor	Review and update every twelve (12) months or when impacted
Performance Test Plan	Vendor-Hosted Solution: Owner State-Hosted Solution: Contributor	Vendor-Hosted Solution: Owner State-Hosted Solution: Contributor
Performance Test Cases	Vendor-Hosted Solution: Owner State-Hosted Solution: Contributor	Vendor-Hosted Solution: Owner State-Hosted Solution: Contributor
Performance Test Scripts	Vendor-Hosted Solution: Owner State-Hosted Solution: Contributor	Vendor-Hosted Solution: Owner State-Hosted Solution: Contributor
Performance Test Readiness Report	Vendor-Hosted Solution: Owner State-Hosted Solution: Contributor	Vendor-Hosted Solution: Owner State-Hosted Solution: Contributor
Performance Test Results Report	Vendor-Hosted Solution: Owner State-Hosted Solution: Contributor	Vendor-Hosted Solution: Owner State-Hosted Solution: Contributor
Agency Approval of Performance	Owner	Owner
Data Conversion and Migration Plan	Owner	n/a
Data Map	Owner	n/a
Data Conversion Test Cases/Scripts	Owner	n/a
Project & O&M Deliverable	Vendor Responsibility for Project Execution Contract Phase	Vendor Responsibility for O&M Contract Phase
Data Conversion and Migration Test Results Report	Owner	n/a
Agency Acceptance of the Converted and Migrated Data	Owner	n/a
User Acceptance Test Plan	Contributor	Contributor
UAT Test Cases and Test Scripts	Contributor	Contributor
UAT Training Materials	Owner	Owner
UAT Training	Owner	Owner
UAT Results Report	Contributor	Contributor
Agency Acceptance of Tested Solution (for all releases or deployment phases)	Owner	Owner
User Guides, Quick Reference Guides, and Online Help Documentation	Owner	Owner
Technical and System Administration Documentation	Owner	Owner
Service Level Agreement(s)	Owner	Review and update every twelve (12) months or when impacted
Training Materials	Owner	Owner
Training Delivery	Owner	Owner
Operations and Maintenance Plan (State Hosting option only)	Owner	Review and update every twelve (12) months or when impacted
Project & O&M Deliverable	Vendor Responsibility for Project Execution Contract Phase	Vendor Responsibility for O&M Contract Phase
Release/Deployment Readiness Checklist	Contributor	Contributor
Completed Release/Deployment Readiness Checklist (For all releases or deployment phases)	Contributor	Contributor

Onsite Assistance during Release/Deployment Readiness (State-Hosted Solutions only)	Owner	Owner
Vendor Operations and Maintenance Staffing Plan	Owner	Update when impacted
Onsite Assistance during Release/Deployment (State-Hosted Solutions only)	Owner	Owner
Validation Test Results Report	Owner	Owner
Deployment UAT Results Report	Contributor	Contributor
Agency Acceptance of Deployment UAT Results (For all releases or all deployment phases)	Owner	Owner
Vendor Support during the Stabilization Period	Owner	n/a
Agency Acceptance of the Stabilized Solution	Owner	n/a
Lessons Learned	Contributor	n/a
Project Status Meetings	Contributor	n/a
Project Status Reports	Owner	n/a
Sprint Reports	Owner	Owner
Project & O&M Deliverable	Vendor Responsibility for Project Execution Contract Phase	Vendor Responsibility for O&M Contract Phase
Operations and Maintenance Status Reports	Owner	Owner
Transition Plan	Owner	Owner
Project Peer Review	Contributor	n/a

2.1 Deloitte's Deliverable Management Approach

[Redacted content]

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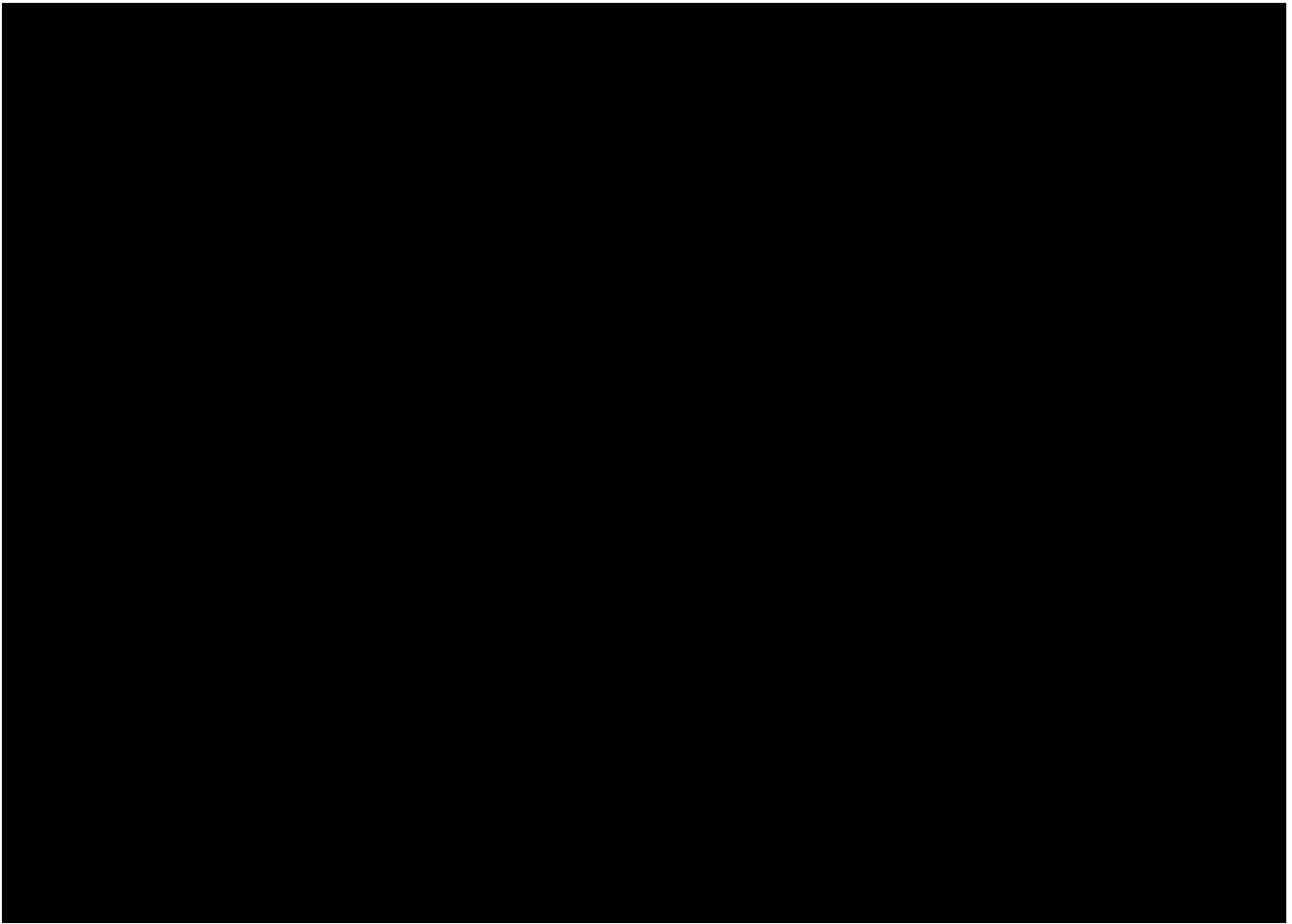
2.2 Deliverable Standards

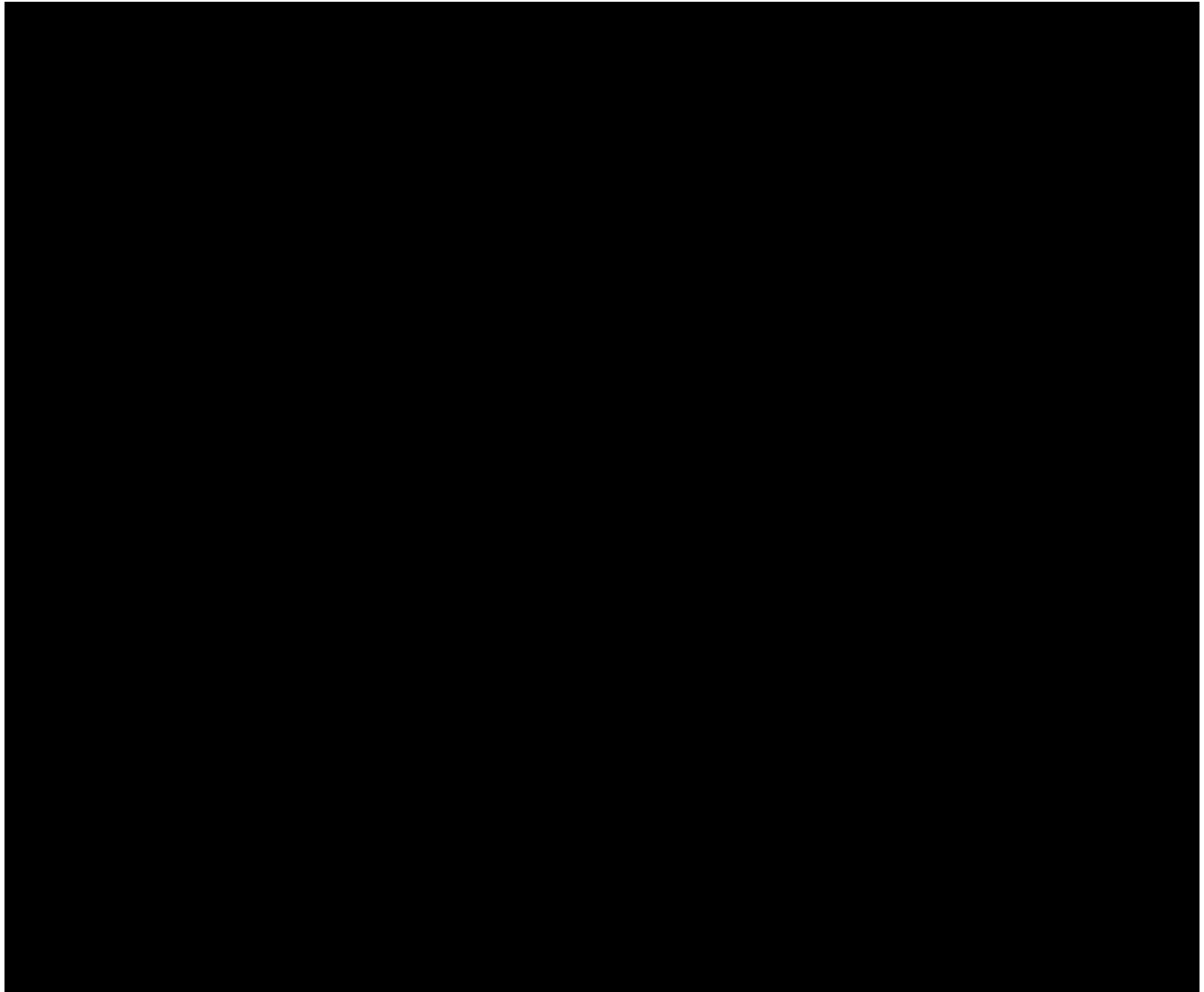
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State of North Carolina Department of Health and Human Services
Division of Child Development and Early Education
RFP No: 30-23189





2.3 Formal Transmittal of Deliverables

[Redacted text block containing approximately 15 lines of information, likely a list or table of deliverables.]

[REDACTED]

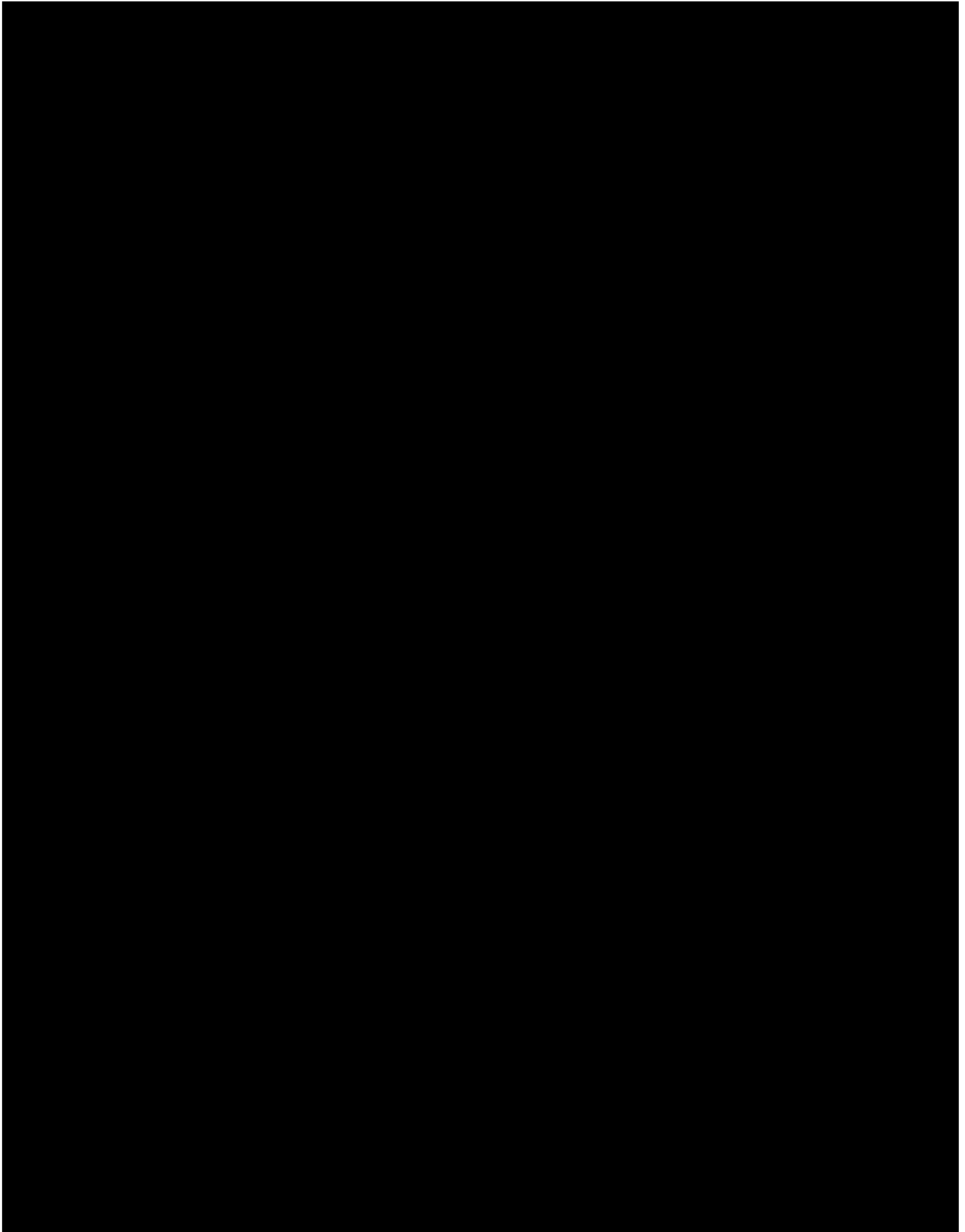
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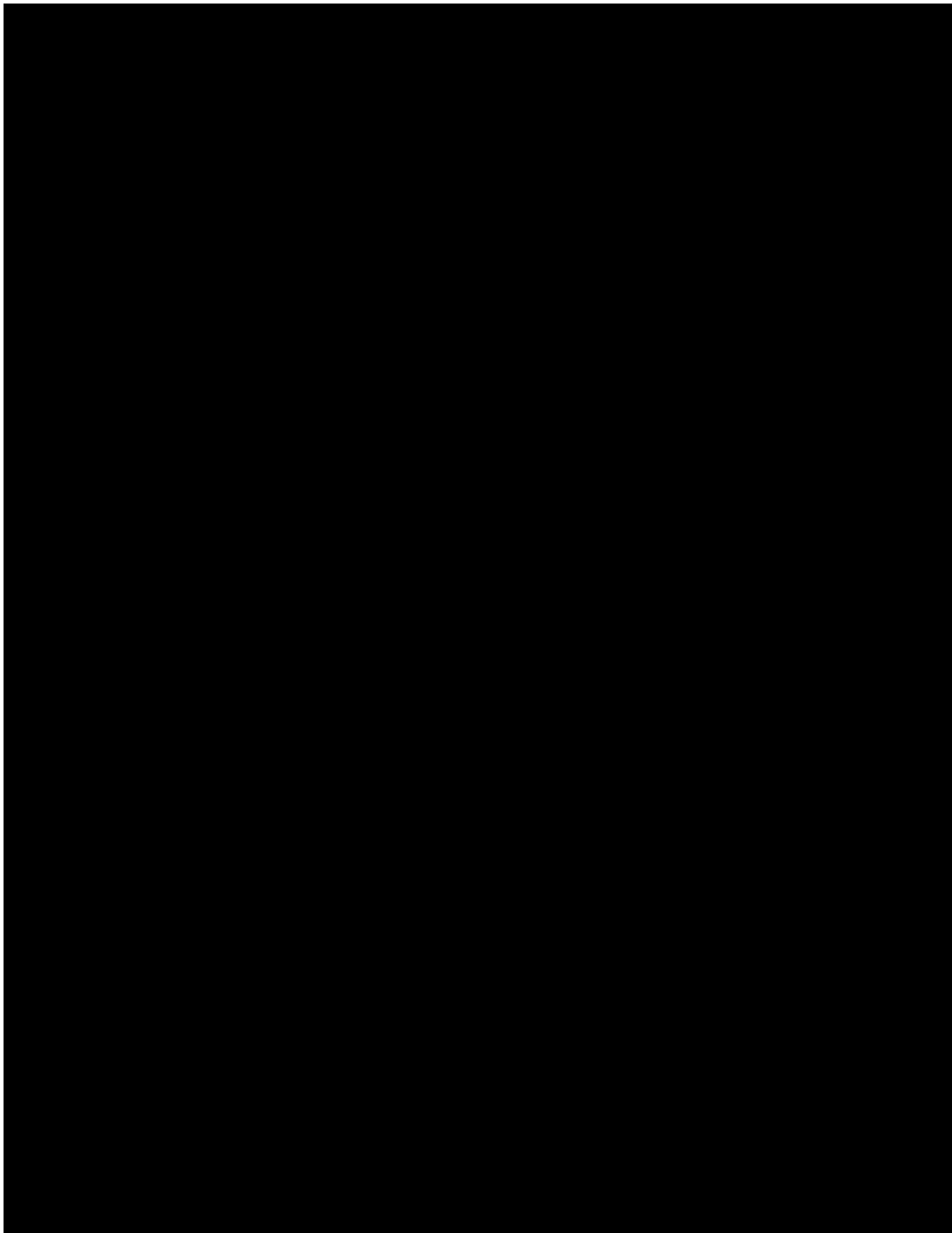
2.4 Deliverable Acceptance and Approval or Rejection

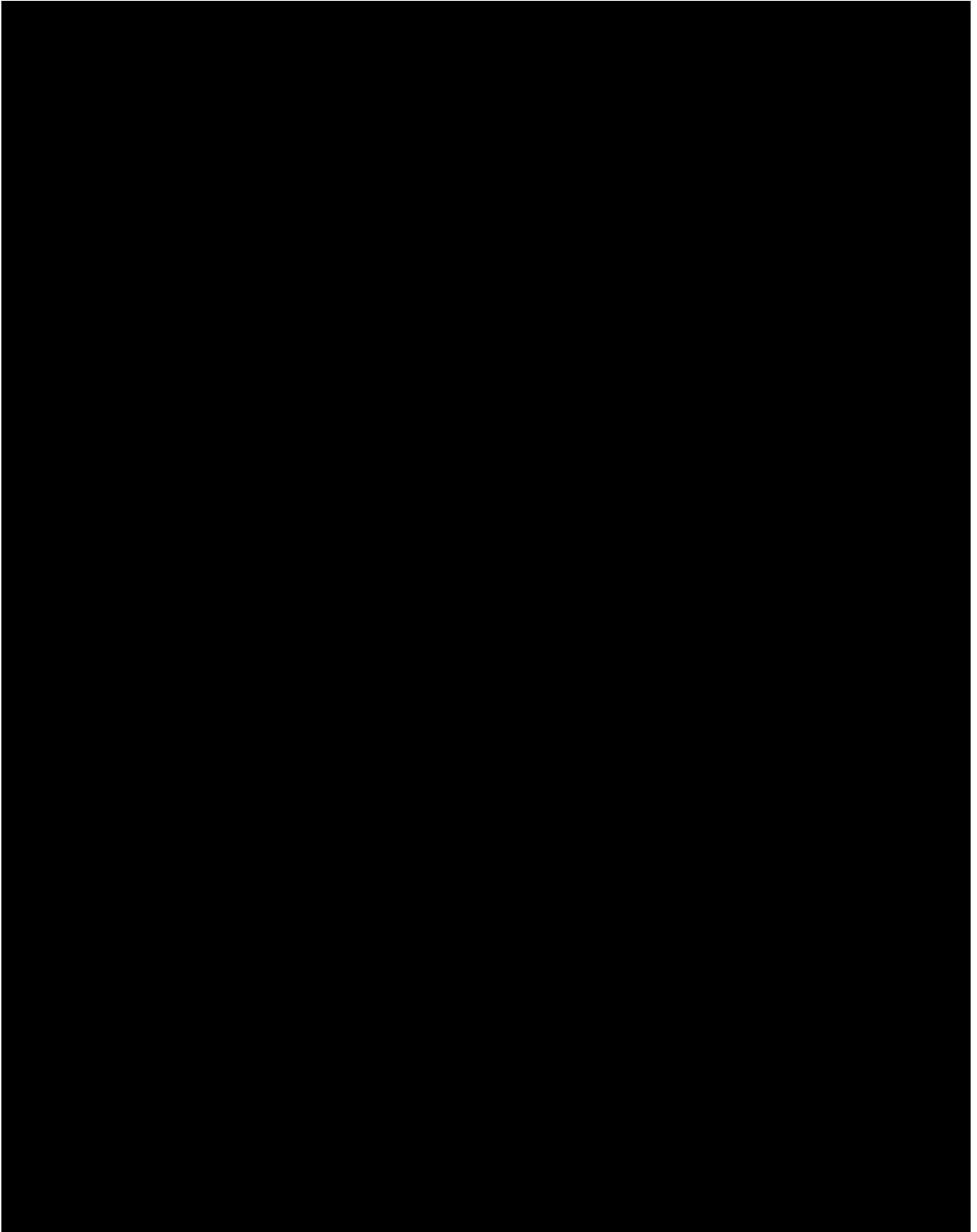
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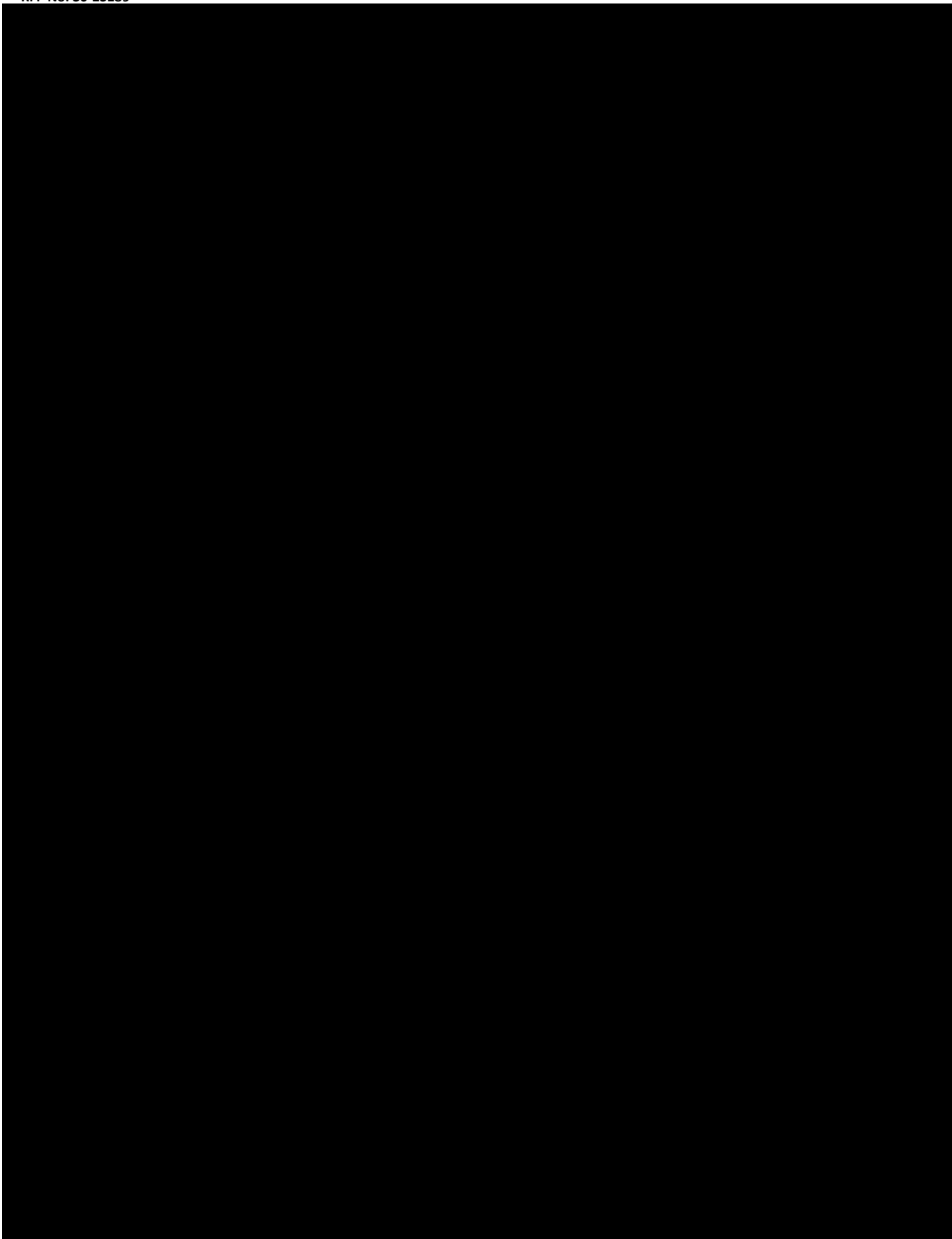
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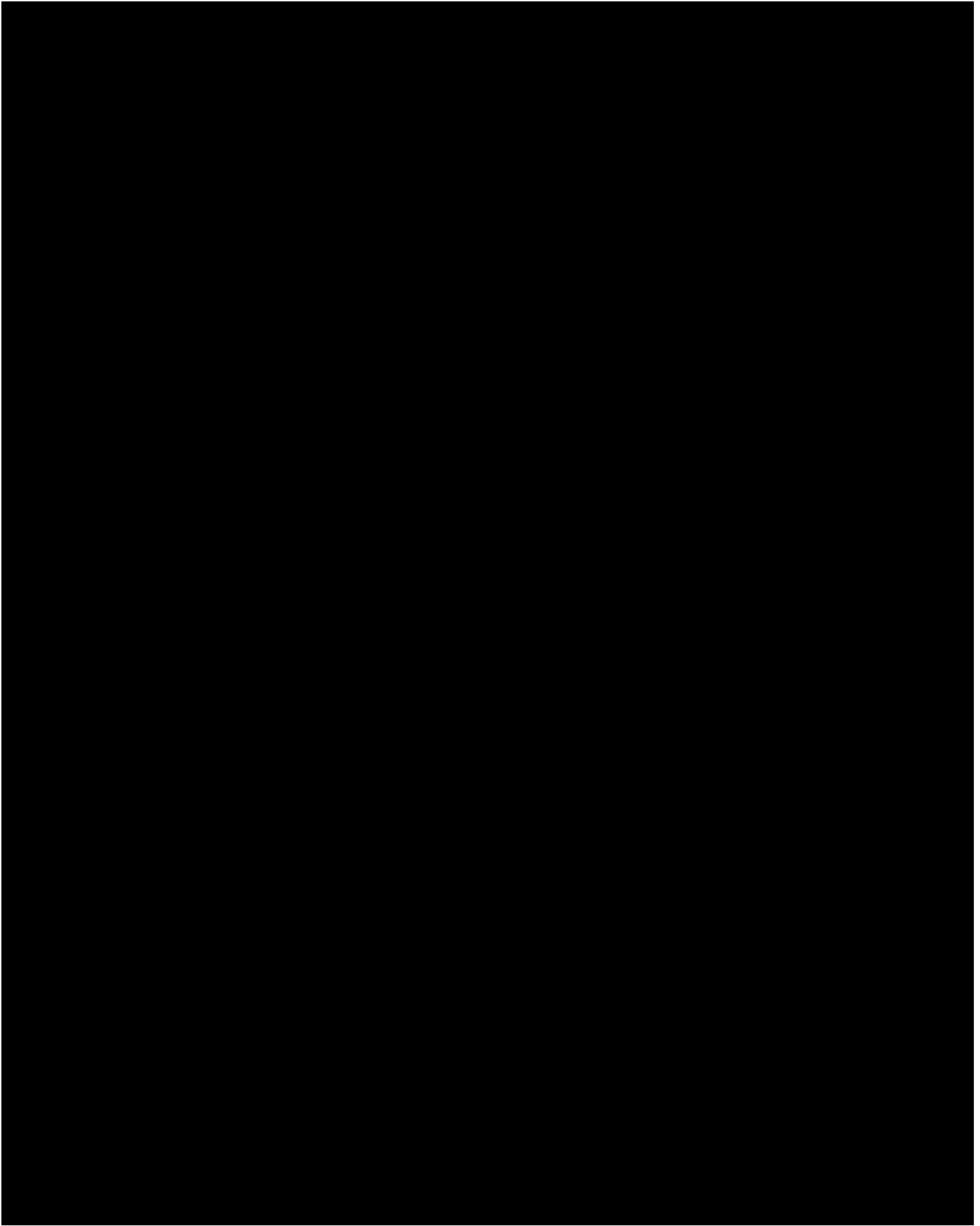
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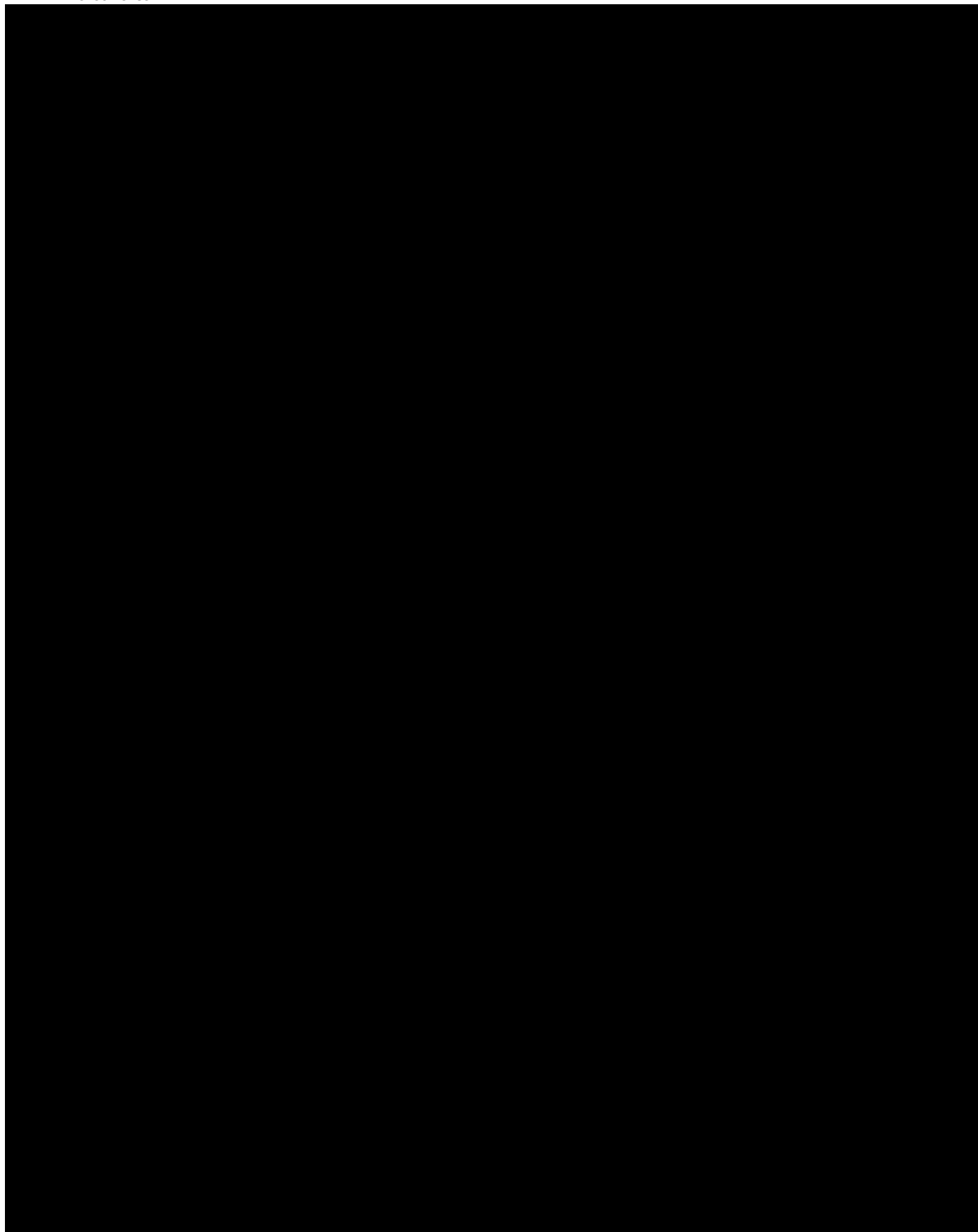


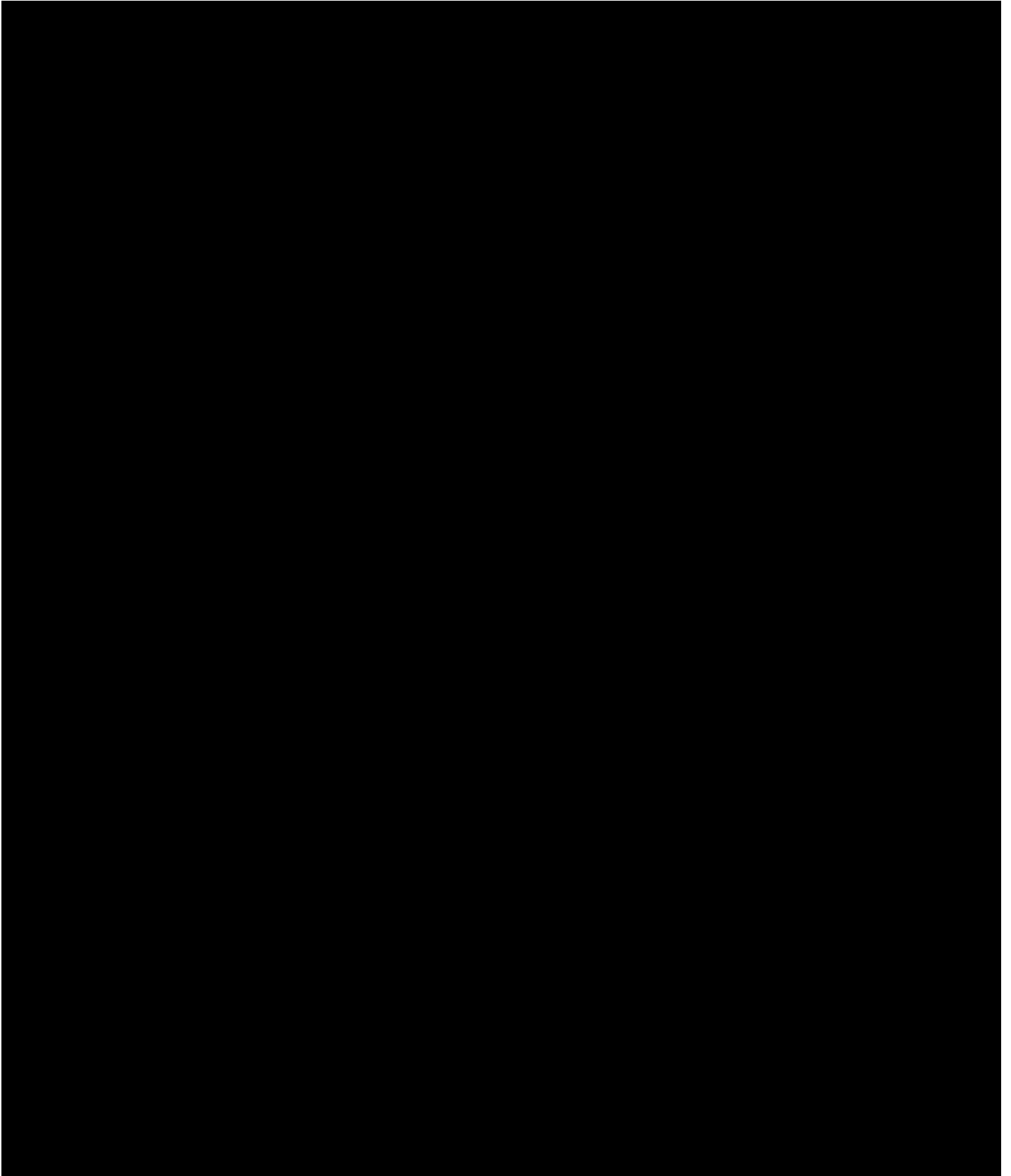












3 Vendor Project Staffing

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.2 Project Management, 3. Vendor Project Staffing, Page 19

Vendors are to include a draft project schedule in their response that includes and describes all planning activities, development activities, pilot, and deployment as well as the Project Management Deliverables listed in Section 3 5.2.2 above, .For each Project and O&M Deliverable in the table above, Vendor shall identify Vendor and/or State personnel required to complete the task in the project schedule.

[REDACTED]

- 1 [REDACTED]
- 2 [REDACTED]
- 3 [REDACTED]

[REDACTED]

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- 2 [REDACTED]
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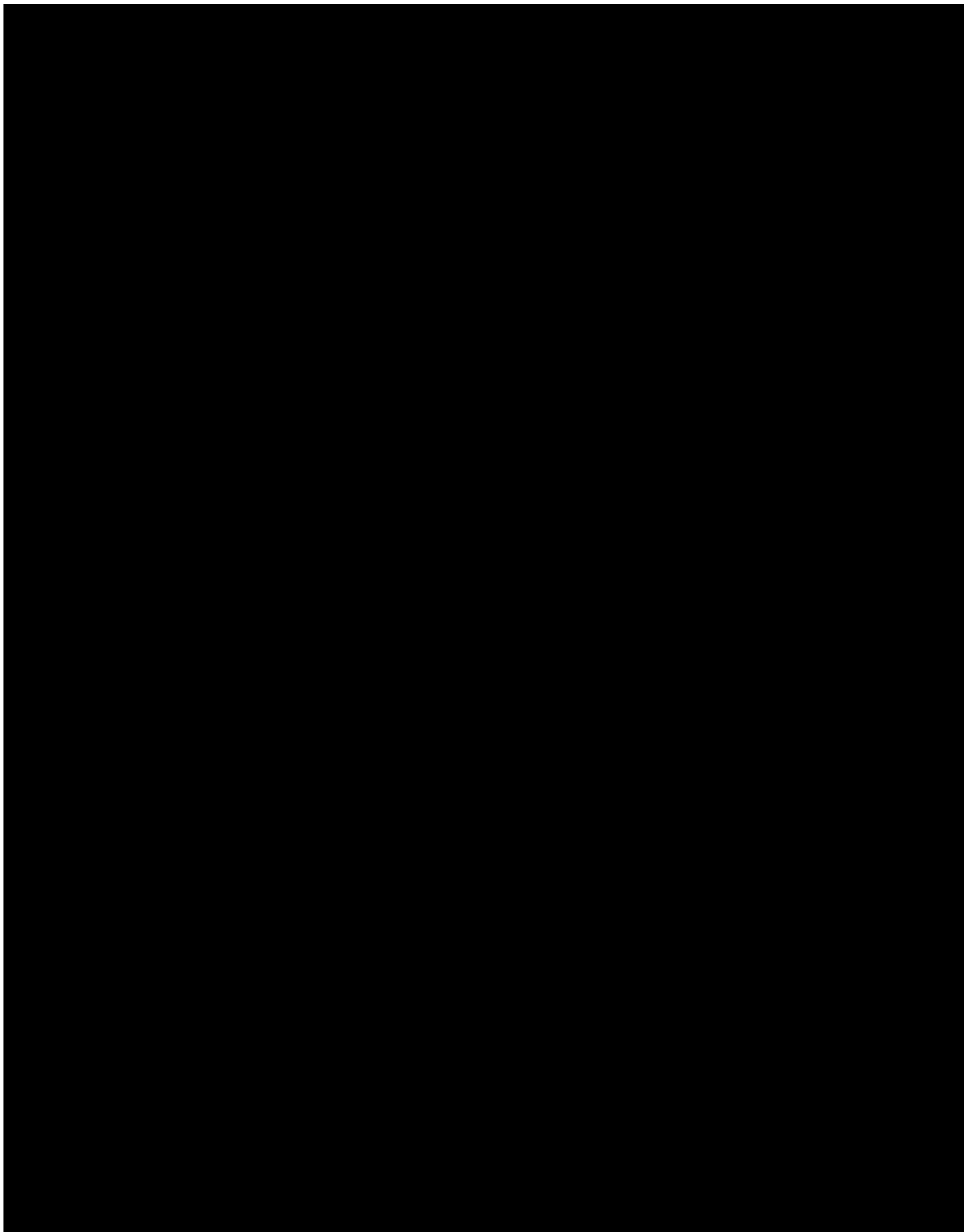
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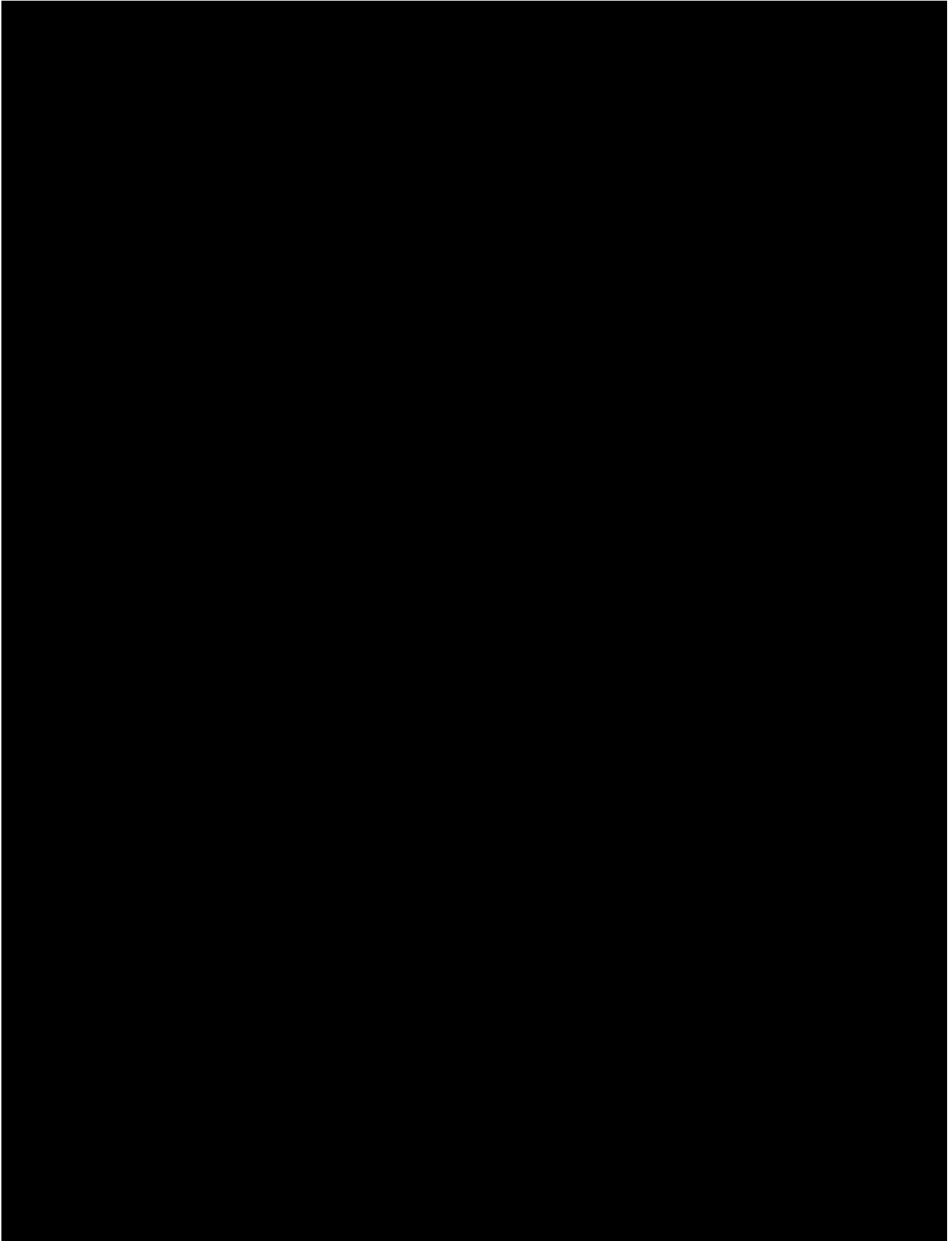
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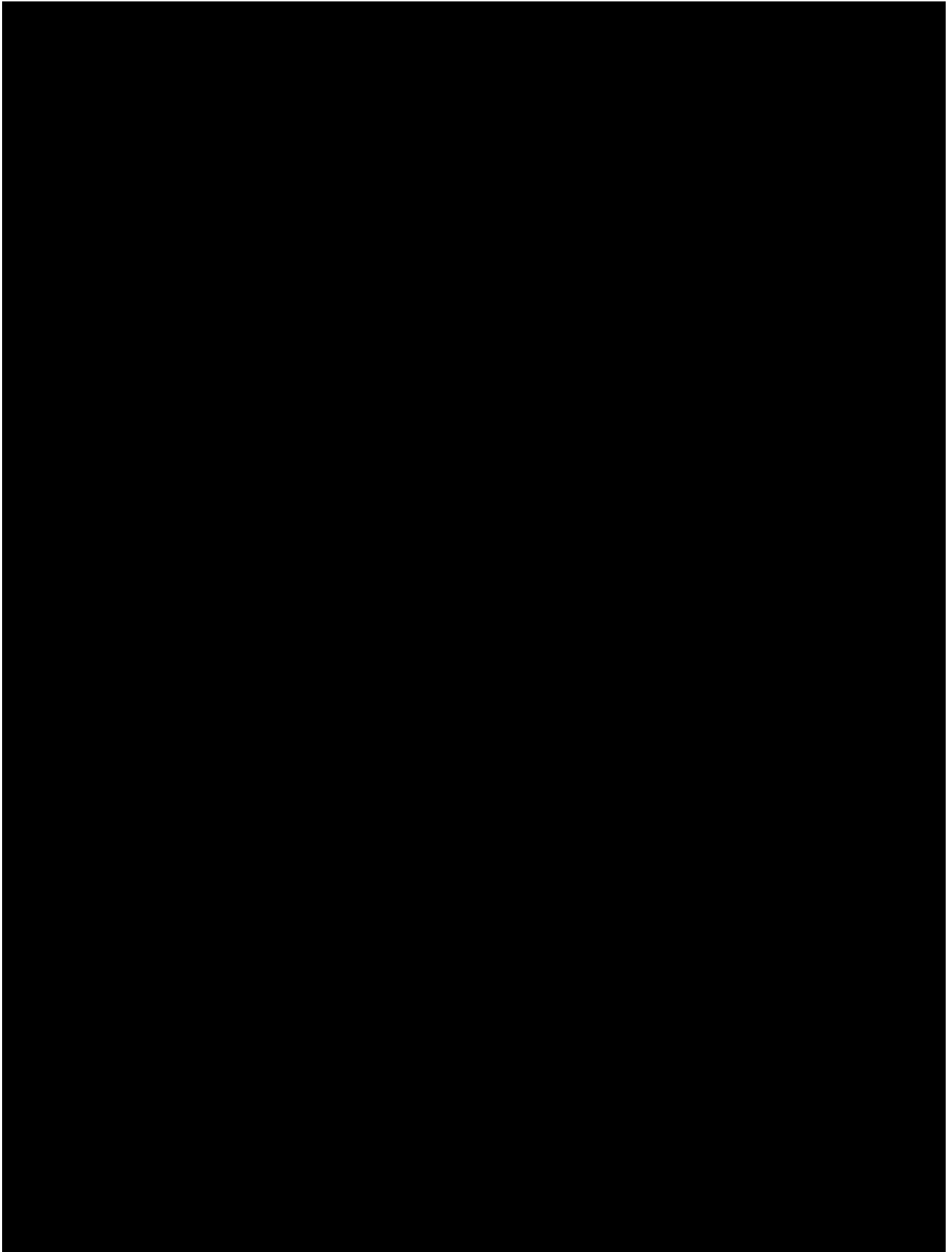
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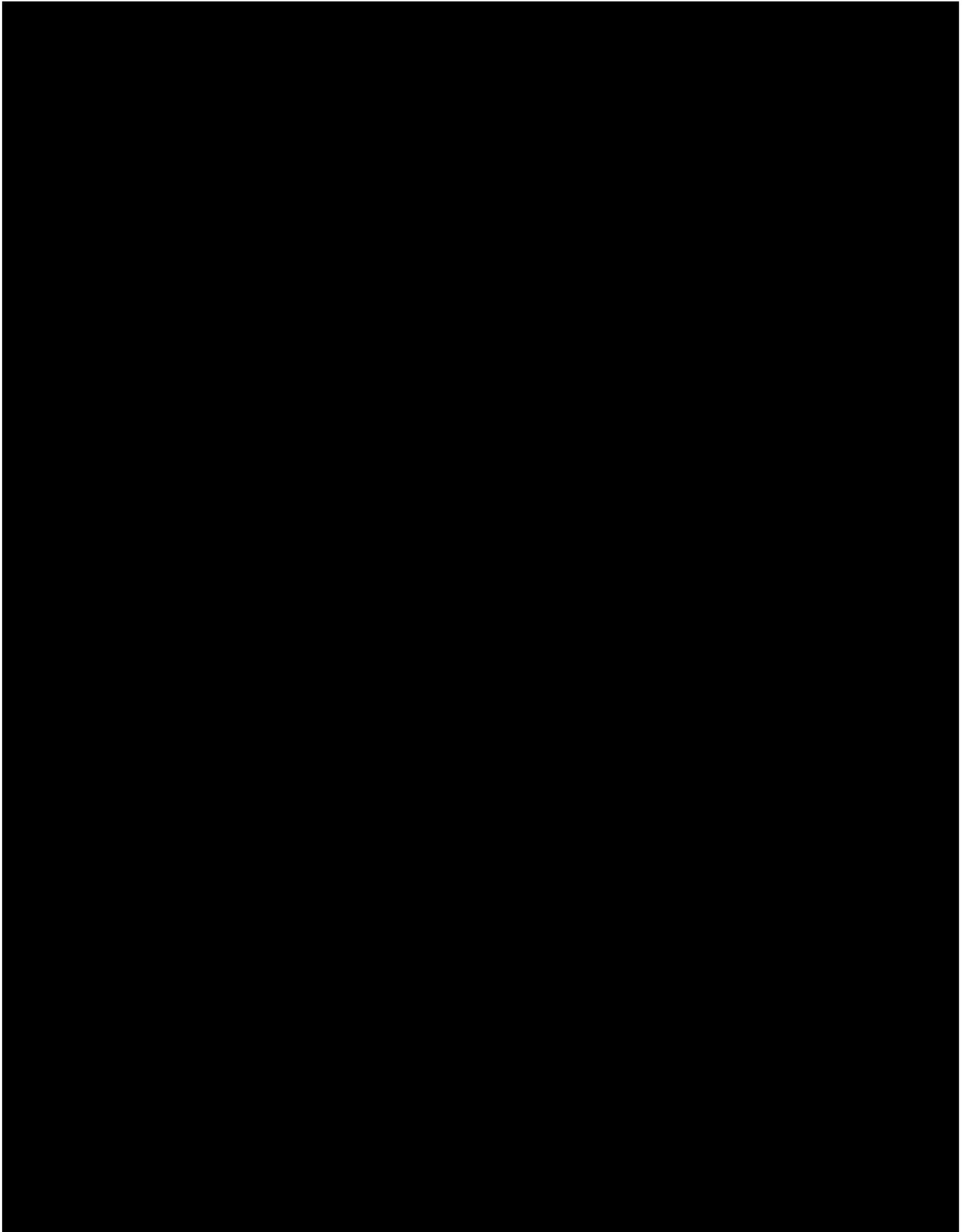
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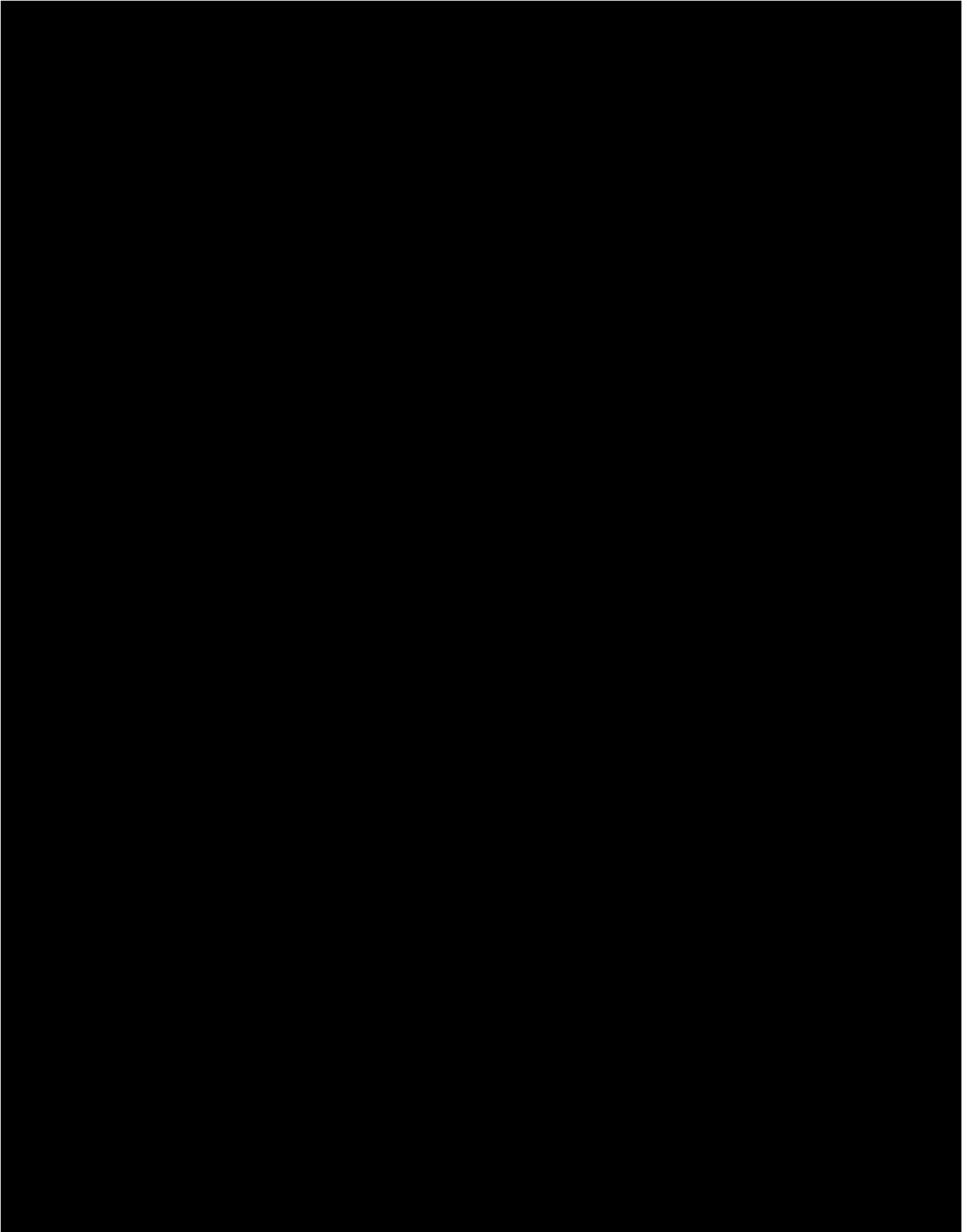
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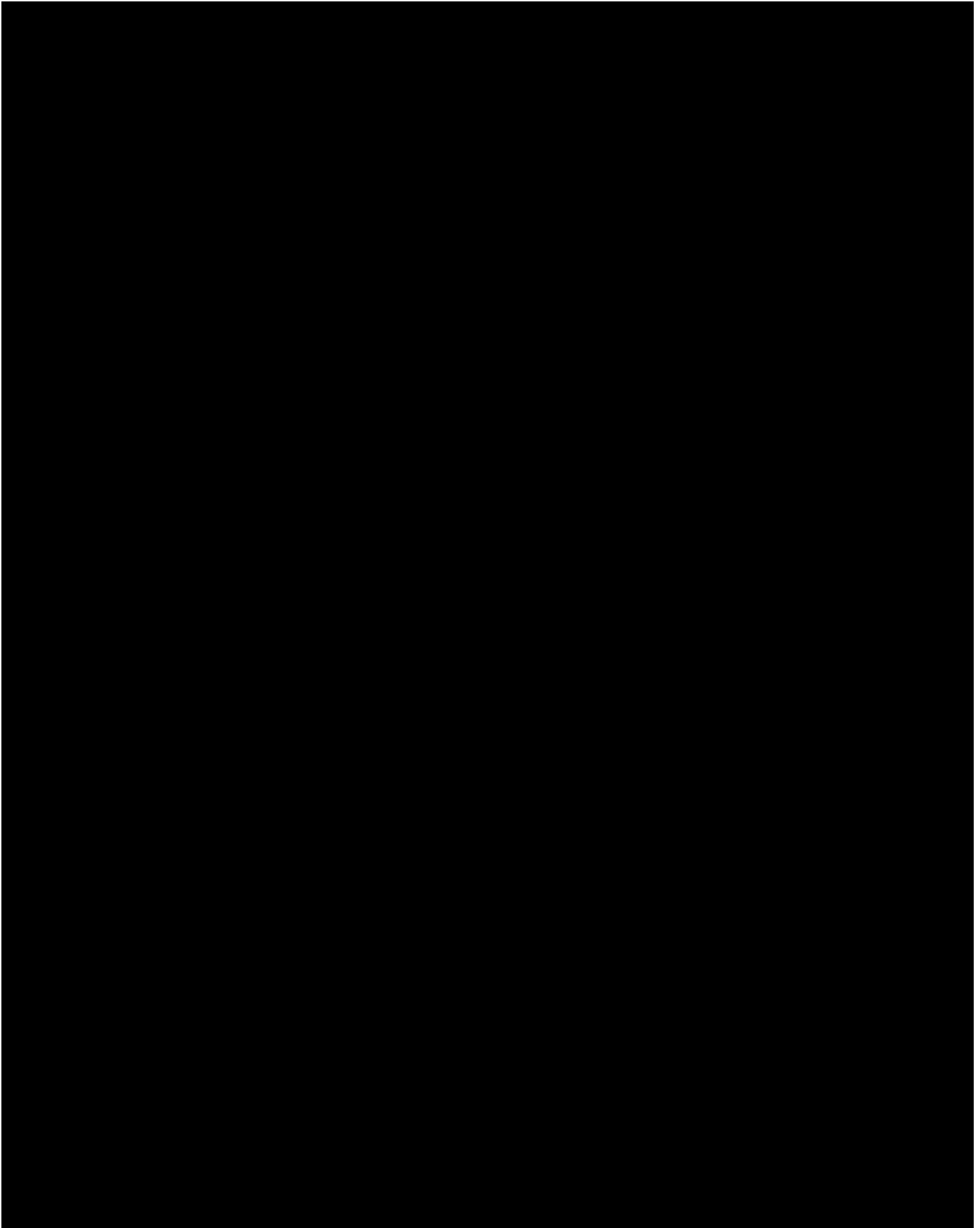




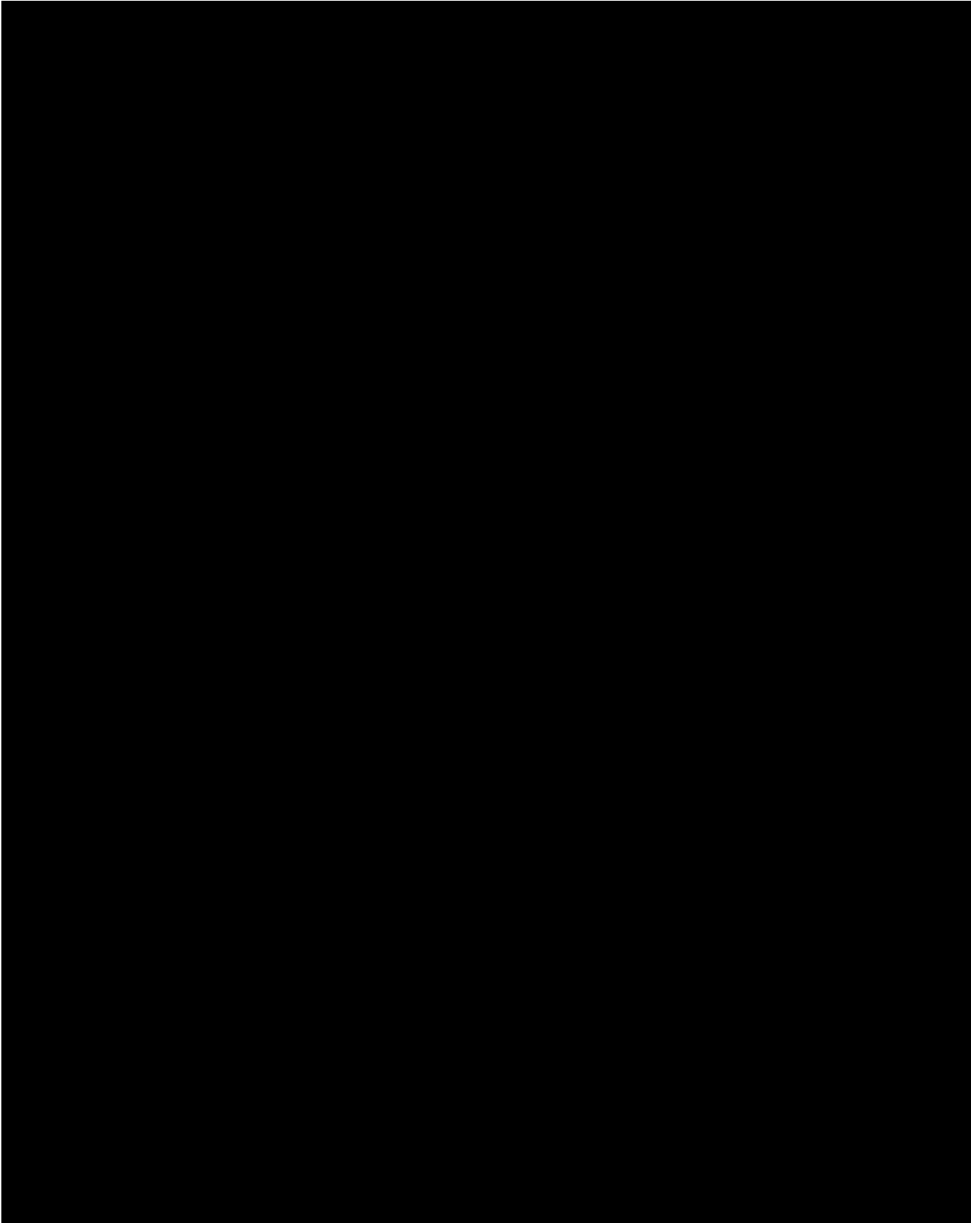


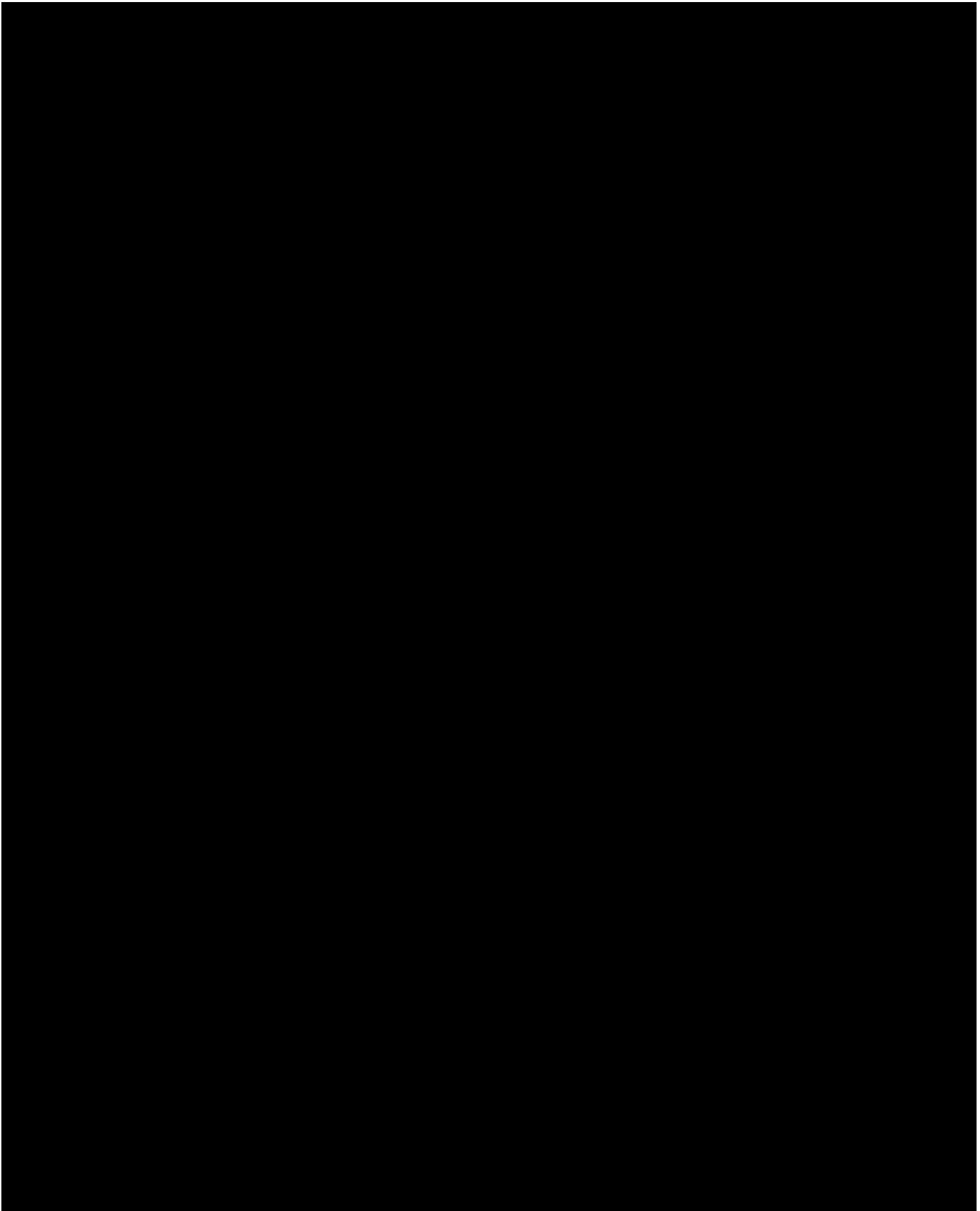


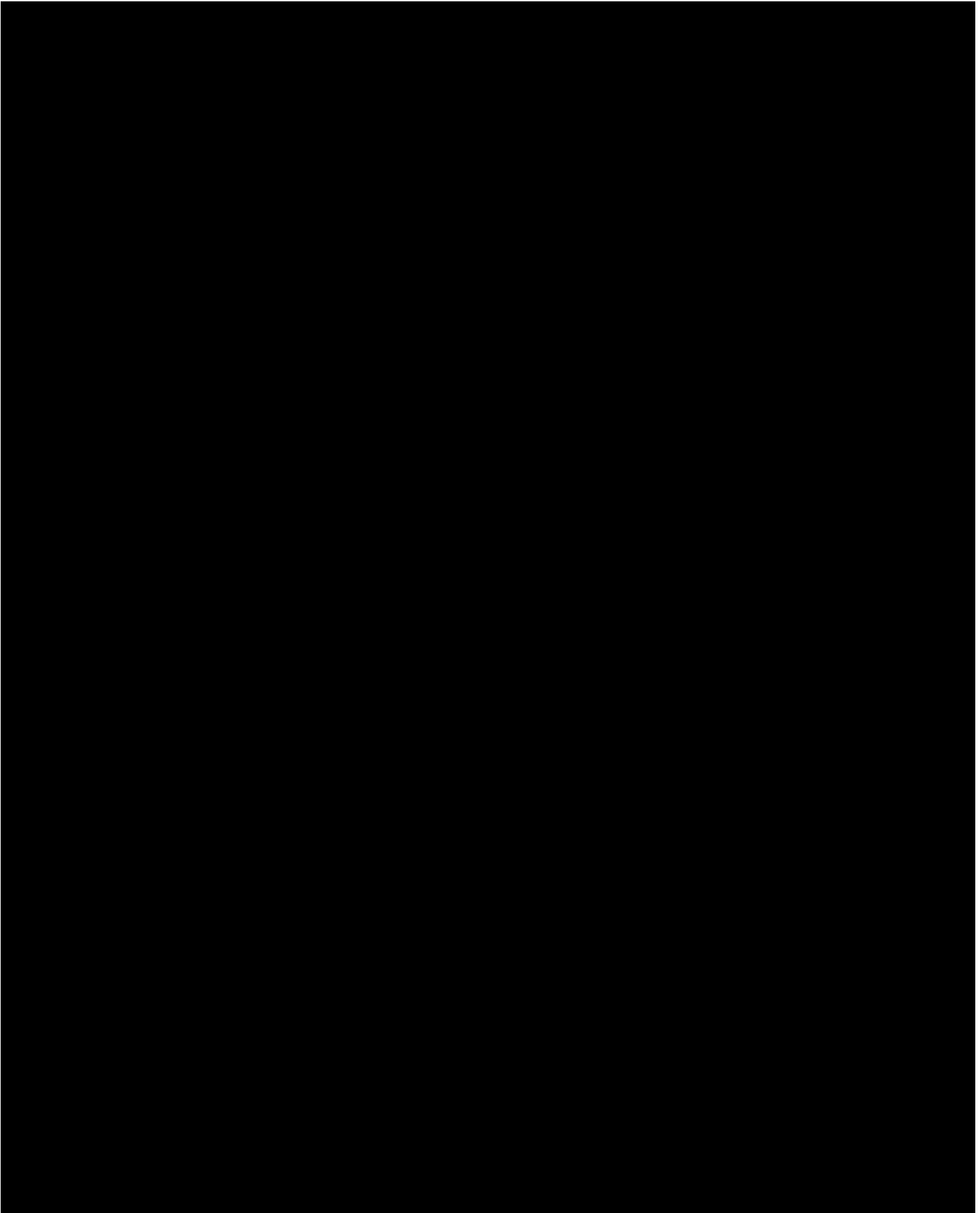


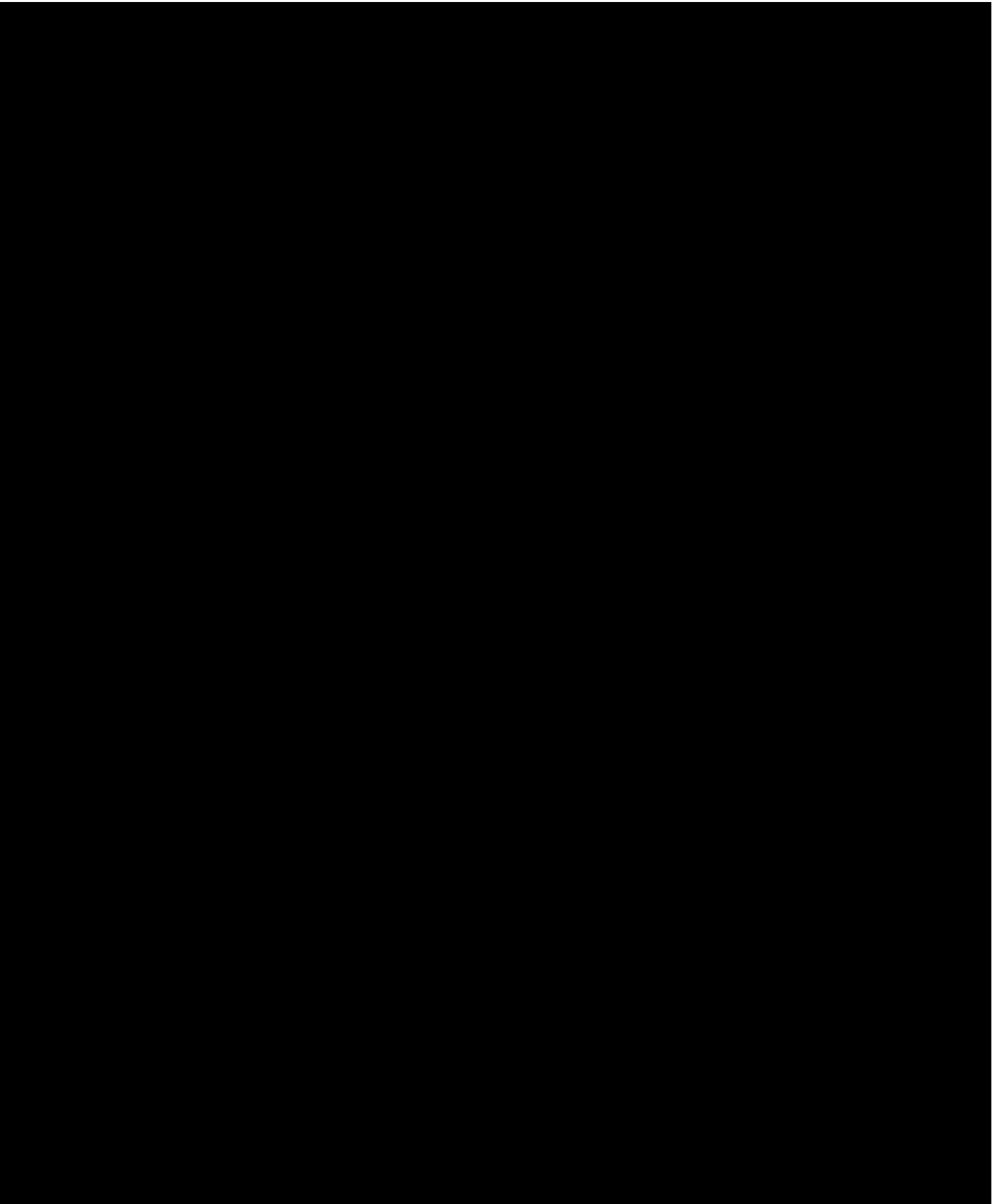


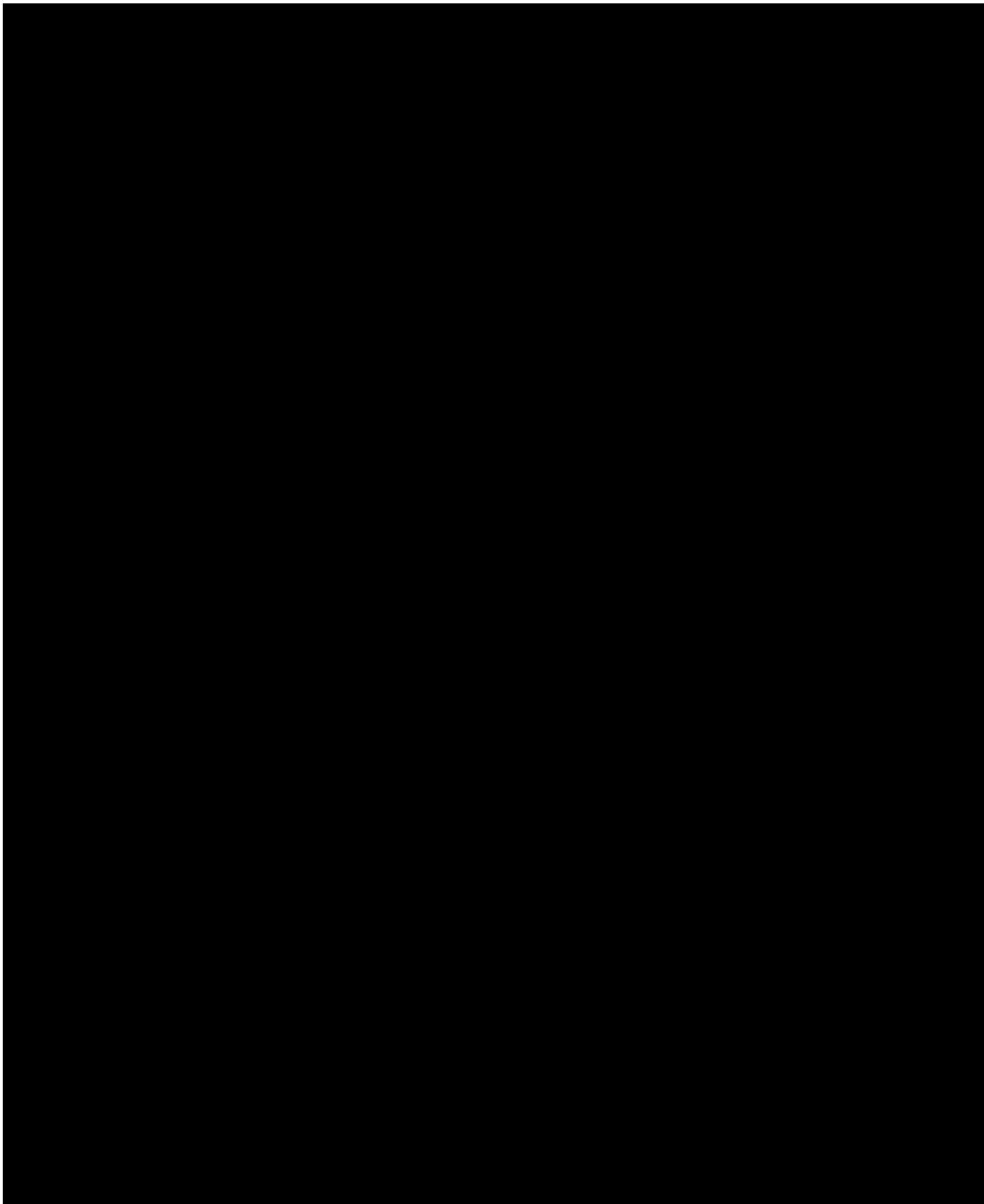
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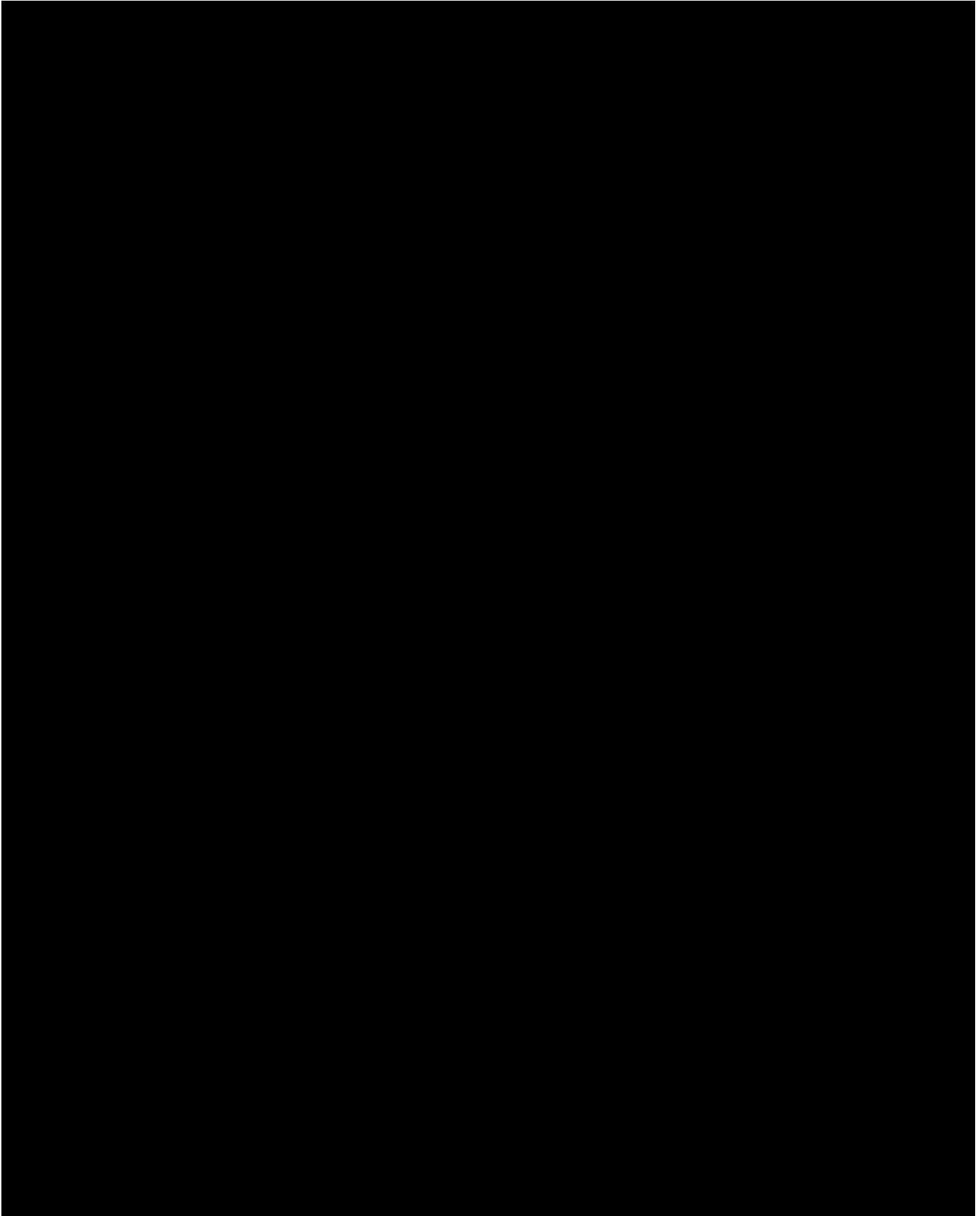


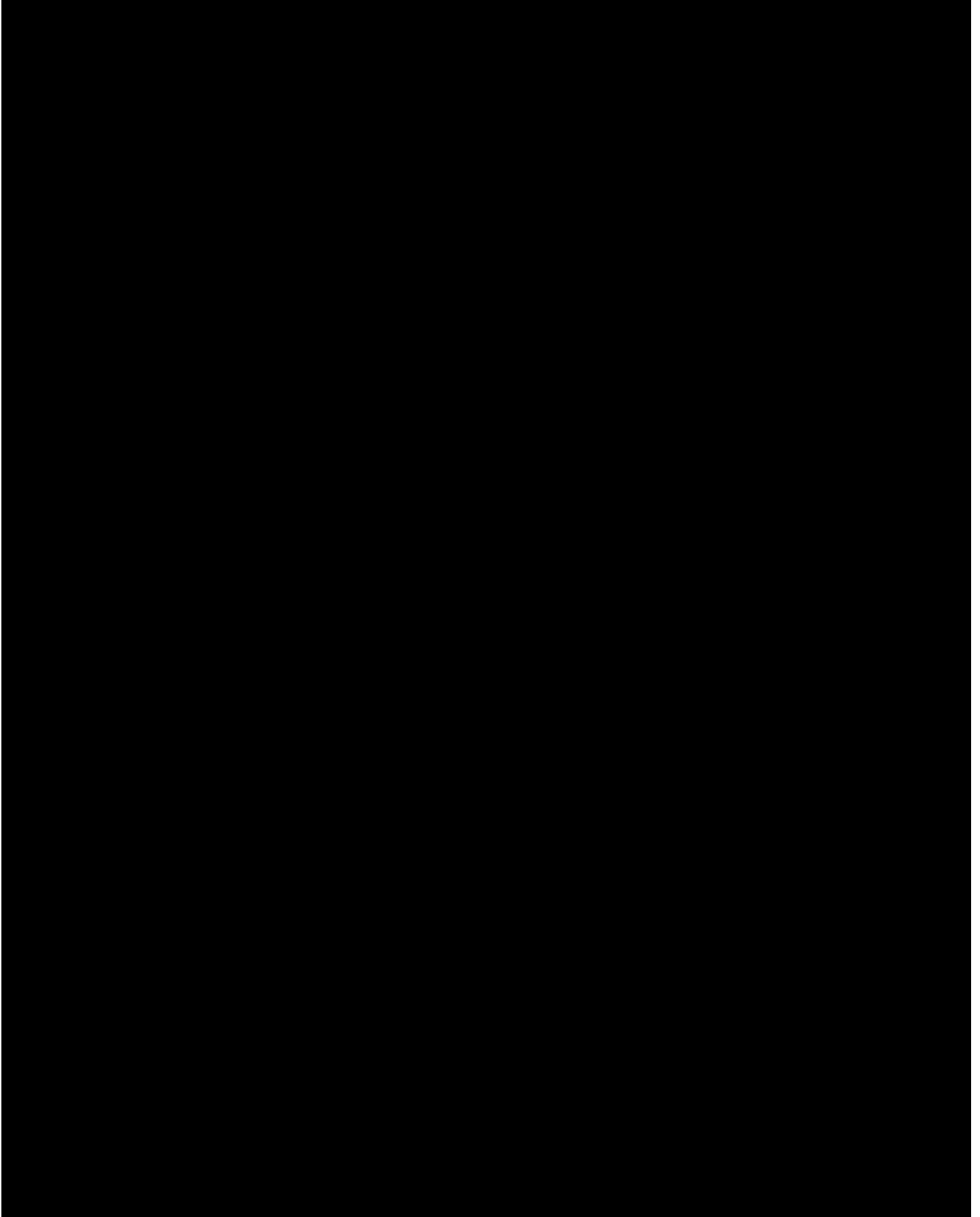


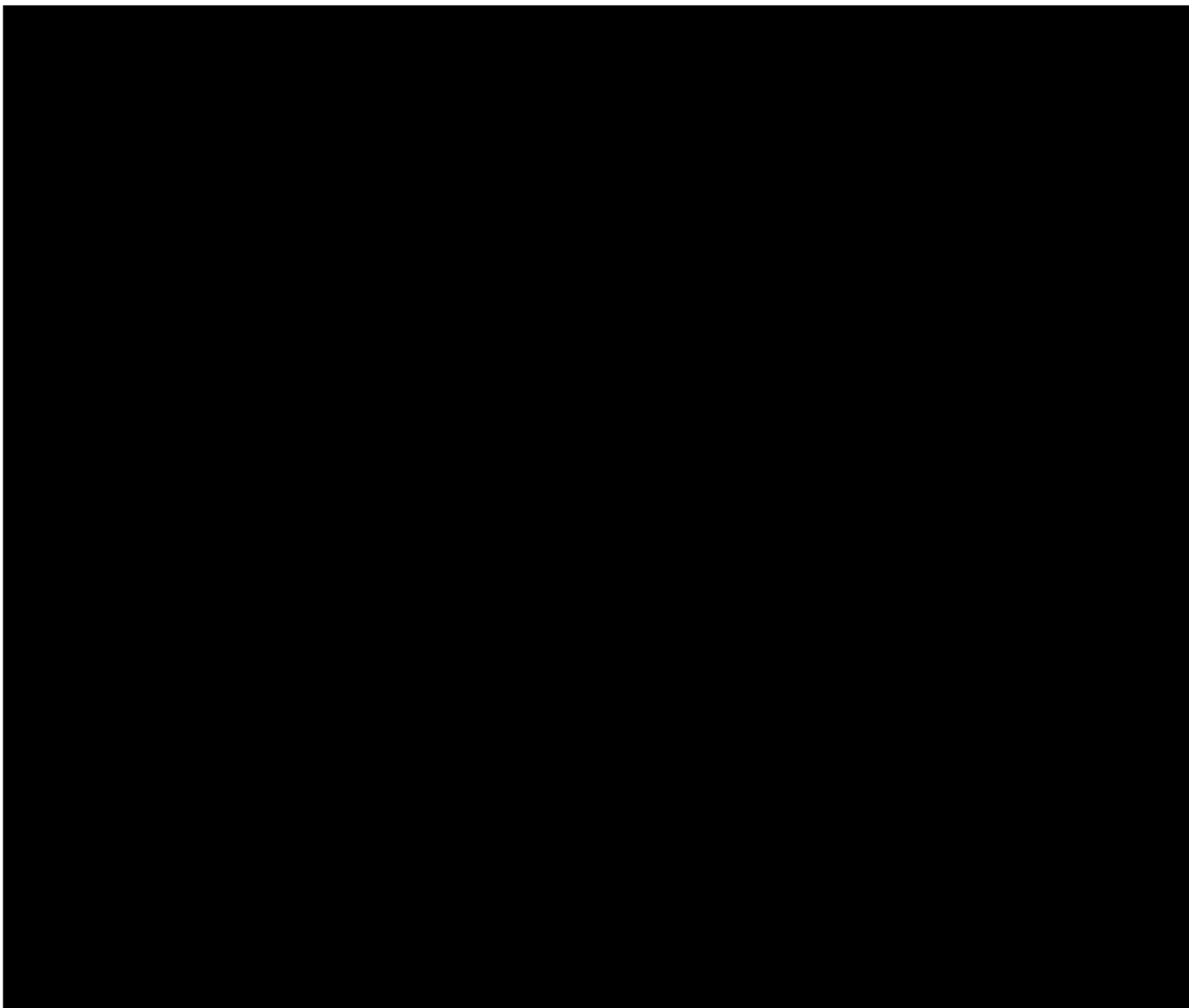












4 Releases/Production Deployment and Support

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.2 Project Management, 4. Releases/Production Deployment and Support, Page 19

Describe your approach to deploying the developed Solution for production use, including the following items below in your RFP response:

- a. The strategy for deploying the Solution for production use, including the number of Releases proposed;
Refer to Attachment J, Minimum Content for Project and O&M Deliverables for the Agency's expectations regarding Solution deployment.
- b. Deployment planning and preparation, including site visits, site readiness verification, end user device upgrades;
Refer to Attachment J, Minimum Content for Project and O&M Deliverables for the Agency's expectations regarding Solution deployment.

4.1 Implementation Planning and Preparedness



[REDACTED]

4.2 Deployment Tools

[REDACTED]

4.3 Deployment Playbook

[REDACTED]

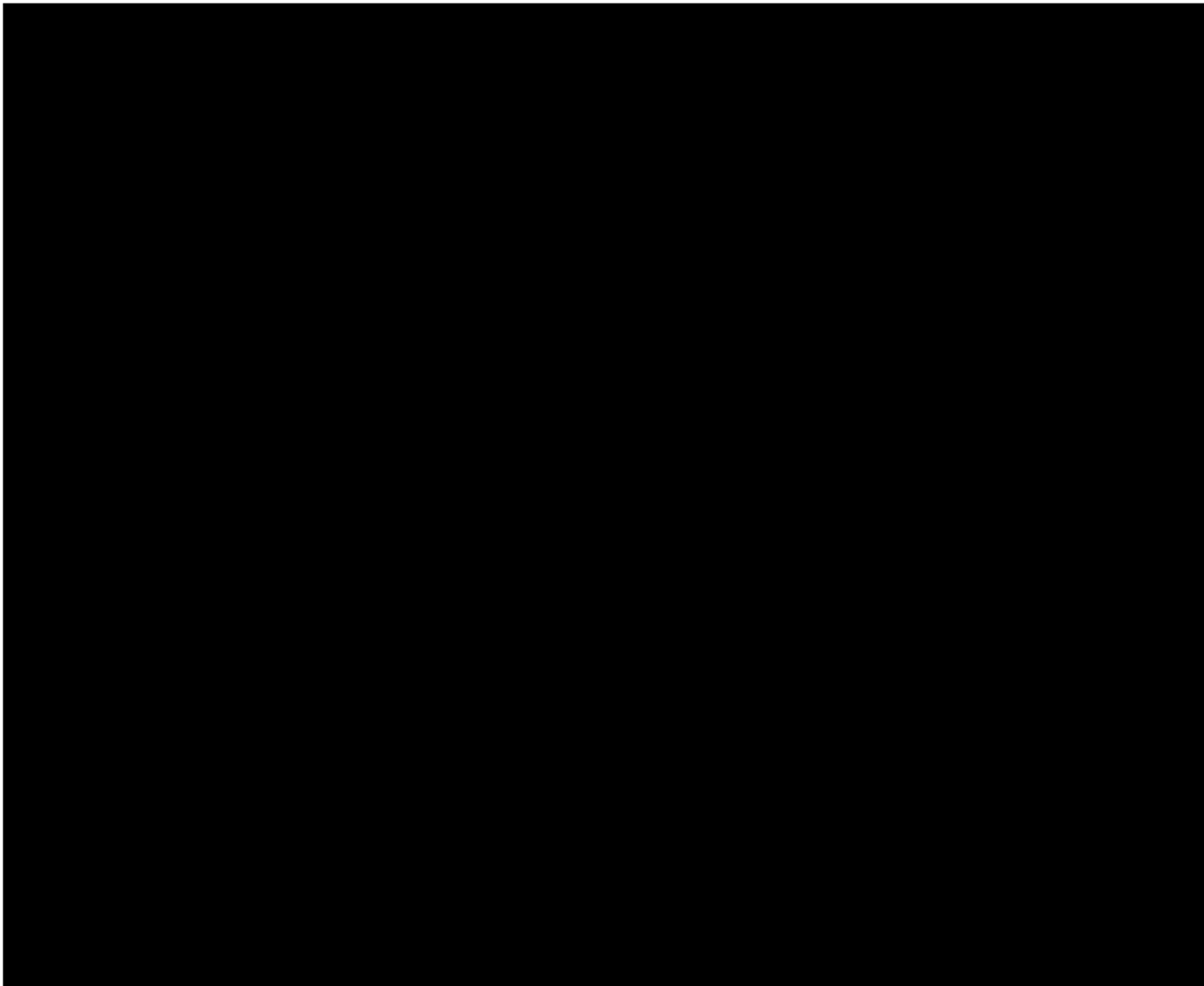
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4.4 Deploy to Production Environment

[REDACTED]



RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.2 Project Management, 4. Releases/Production Deployment and Support, Page 19

c. Security considerations;

Refer to Attachment J, Minimum Content for Project and O&M Deliverables for the Agency's expectations regarding Solution deployment.

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d. Hardware, software or facilities needed to support the deployment if the Solution proposed will not hosted by the Vendor; Refer to Attachment J, Minimum Content for Project and O&M Deliverables for the Agency's expectations regarding Solution deployment.



4.5 Deployment Planning

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.2 Project Management, 4. Releases/Production Deployment and Support, Page 19

e. The deployment activities and reference to any milestones proposed by the Vendor;

Refer to Attachment J, Minimum Content for Project and O&M Deliverables for the Agency's expectations regarding Solution deployment.

f. The roles and responsibilities to complete the deployment;

Refer to Attachment J, Minimum Content for Project and O&M Deliverables for the Agency's expectations regarding Solution deployment.

Figure 1-1. g. Support provided during deployment, including onsite support; and

Refer to Attachment J, Minimum Content for Project and O&M Deliverables for the Agency's expectations regarding Solution deployment.

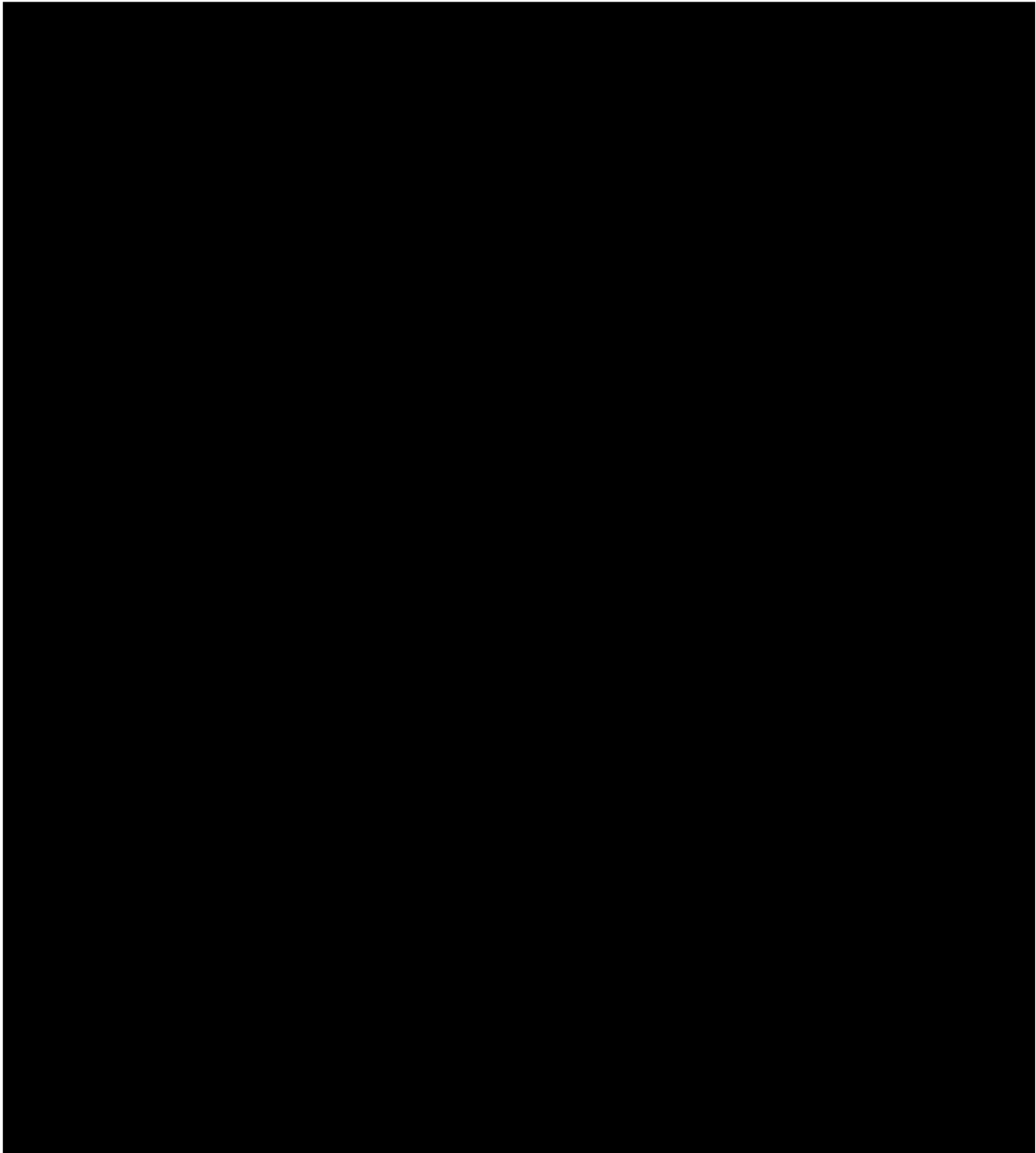
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RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.2 Project Management, 4. Releases/Production Deployment and Support, Page 19

h. Support provided during the Stabilization Period.

Refer to Attachment J, Minimum Content for Project and O&M Deliverables for the Agency's expectations regarding Solution deployment.

4.6 Warranty Approach

[Redacted]

[Redacted]

[REDACTED]

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3.5.3 Testing

3.5.3.1 Purpose:

[REDACTED]

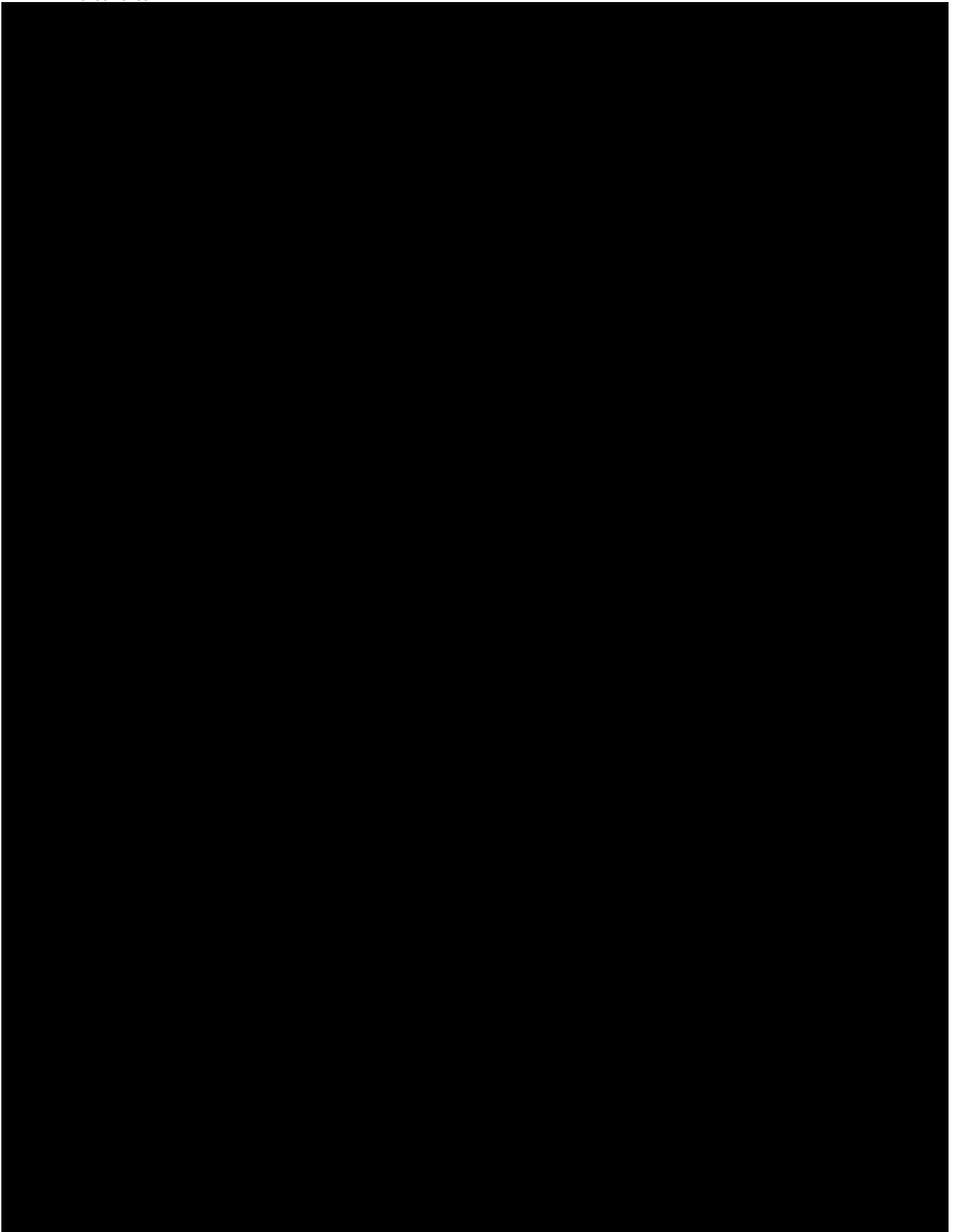
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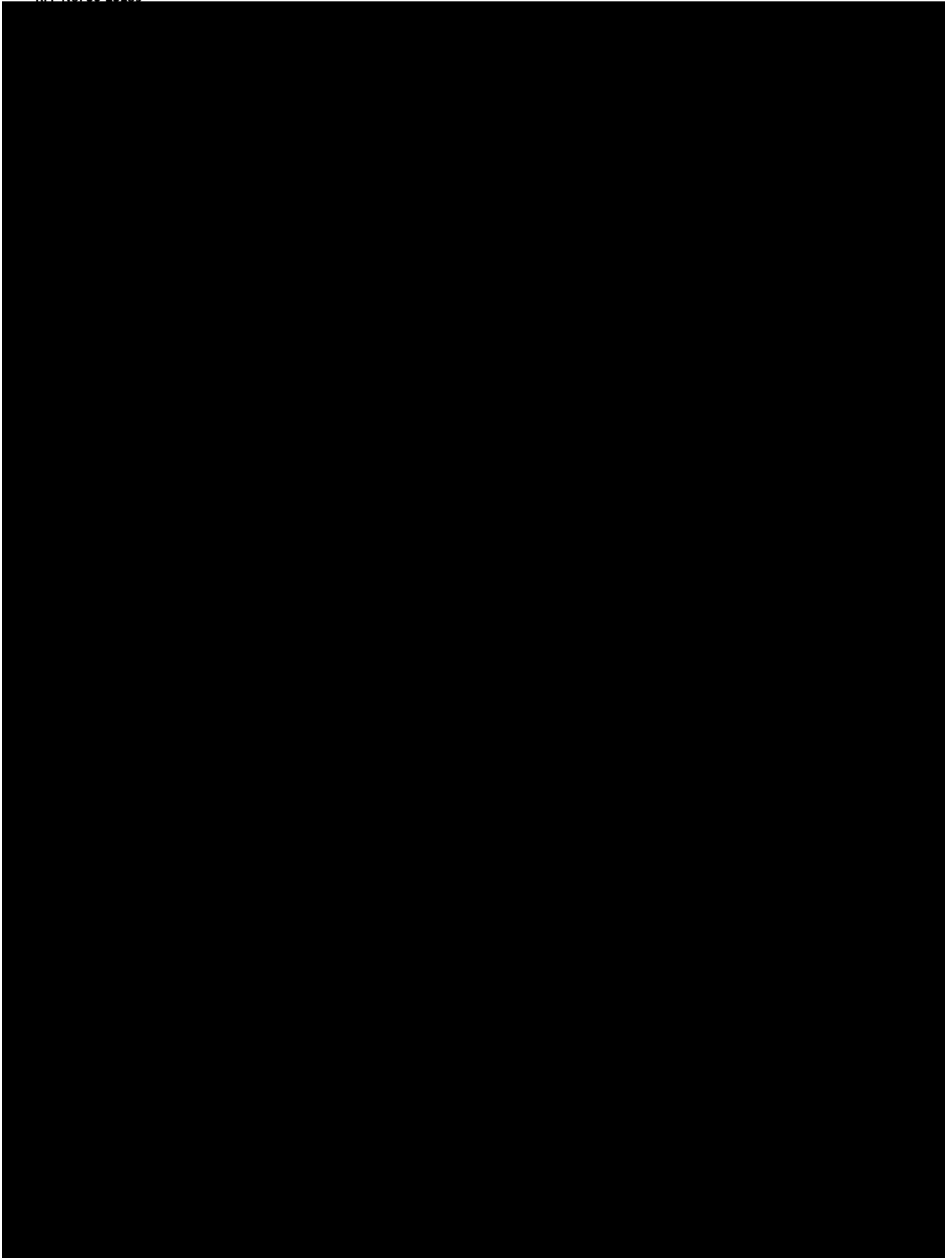
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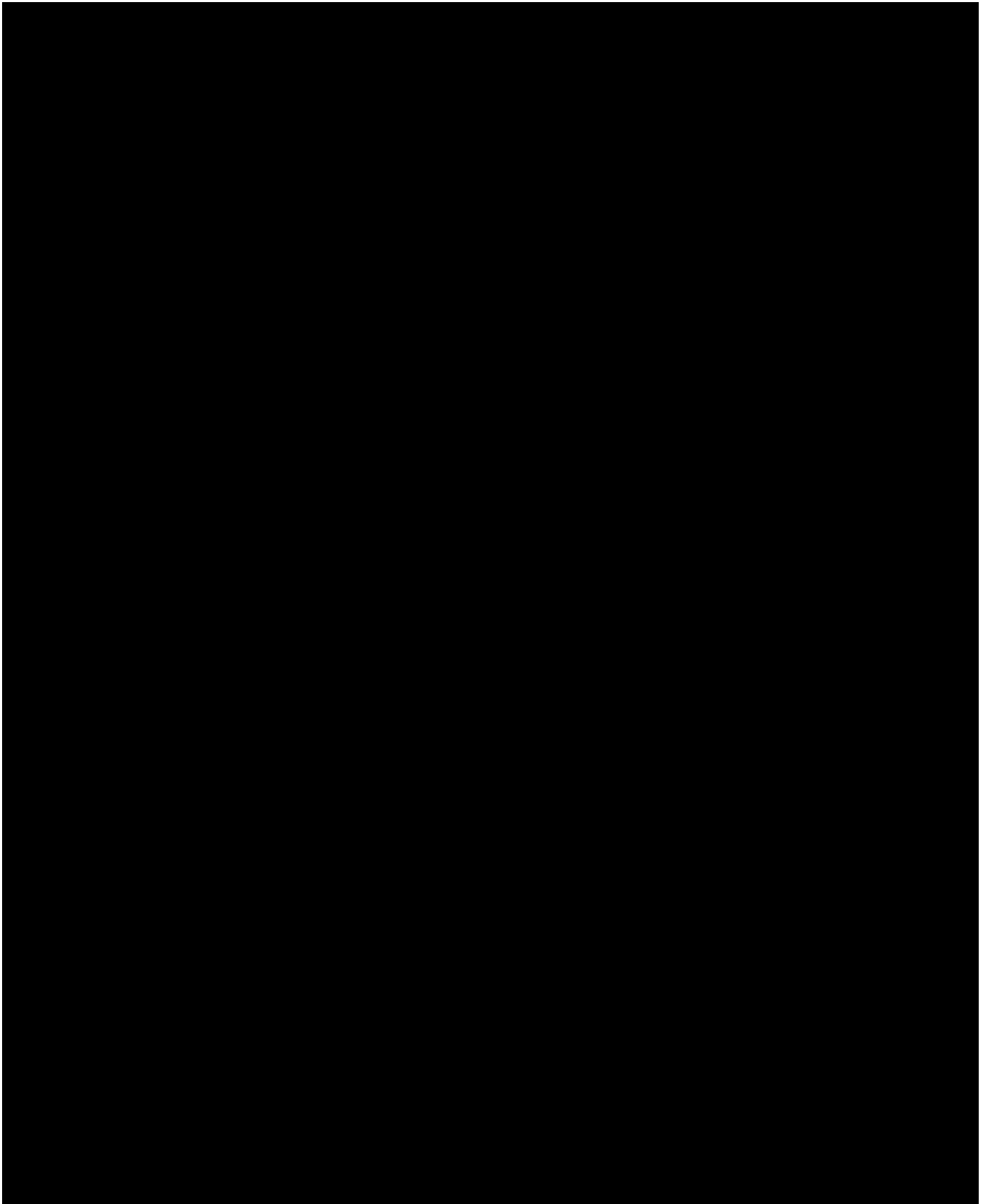
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Testing Requirements from Section 3.5.2.2 and Attachment J

[REDACTED]







RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS, 3.5.3 Testing, Page 19

Describe your testing processes for the Solution in detail, specifically:

{a) Your approach to conducting all types of technical testing needed prior to User Acceptance Testing, each release/deployment, including pilot deployment, and post- deployment validation.

Address all the test-related items described in Section 3.5.2 2 and Attachment J, Minimum Content for Project and O&M Deliverables.

3.5.3.2 Testing Strategy

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[REDACTED]

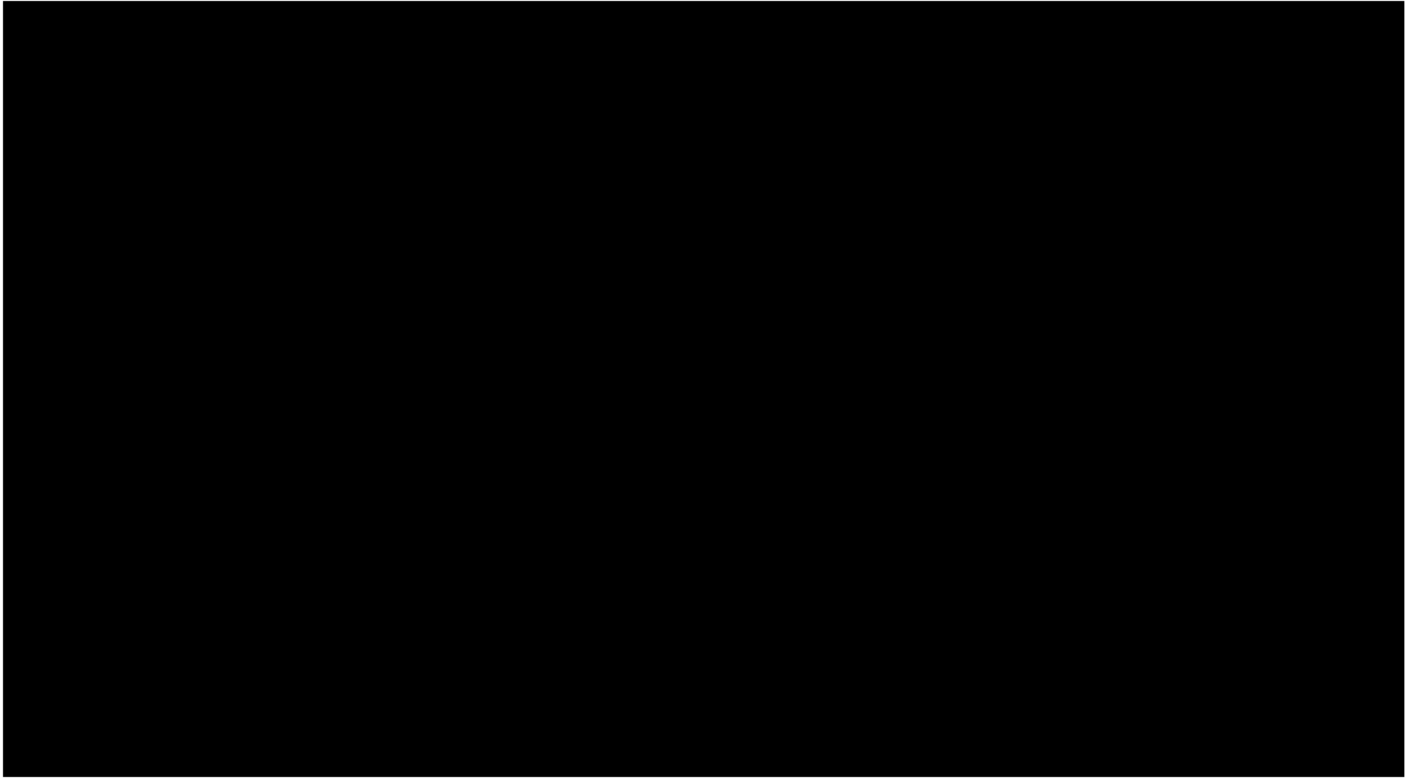
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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS, 3.5.3 Testing, Page 19

{c}. A description of the testing environment(s) and any specific software tools that you intend to use or make available for State use for all types of testing. Address all the test-related items described in Section 3.5.2 2 and Attachment J, Minimum Content for Project and O&M Deliverables.

{d} How any test results for any Vendor-performed testing are presented for the Agency approval. Address all the test-related items described in Section 3.5.2 2 and Attachment J, Minimum Content for Project and O&M Deliverables.

3.5.3.3 Testing Process Overview

Test Planning and Approach

[REDACTED]

[REDACTED]

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-
- A horizontal bar chart with 15 rows. Each row consists of a small black square on the left and a horizontal black bar of varying length extending to the right. The bars are arranged in descending order of length from top to bottom. The top bar is the longest, nearly spanning the entire width of the chart area. The bottom bar is the shortest, spanning approximately one-fifth of the width. The bars are solid black and have uniform thickness.

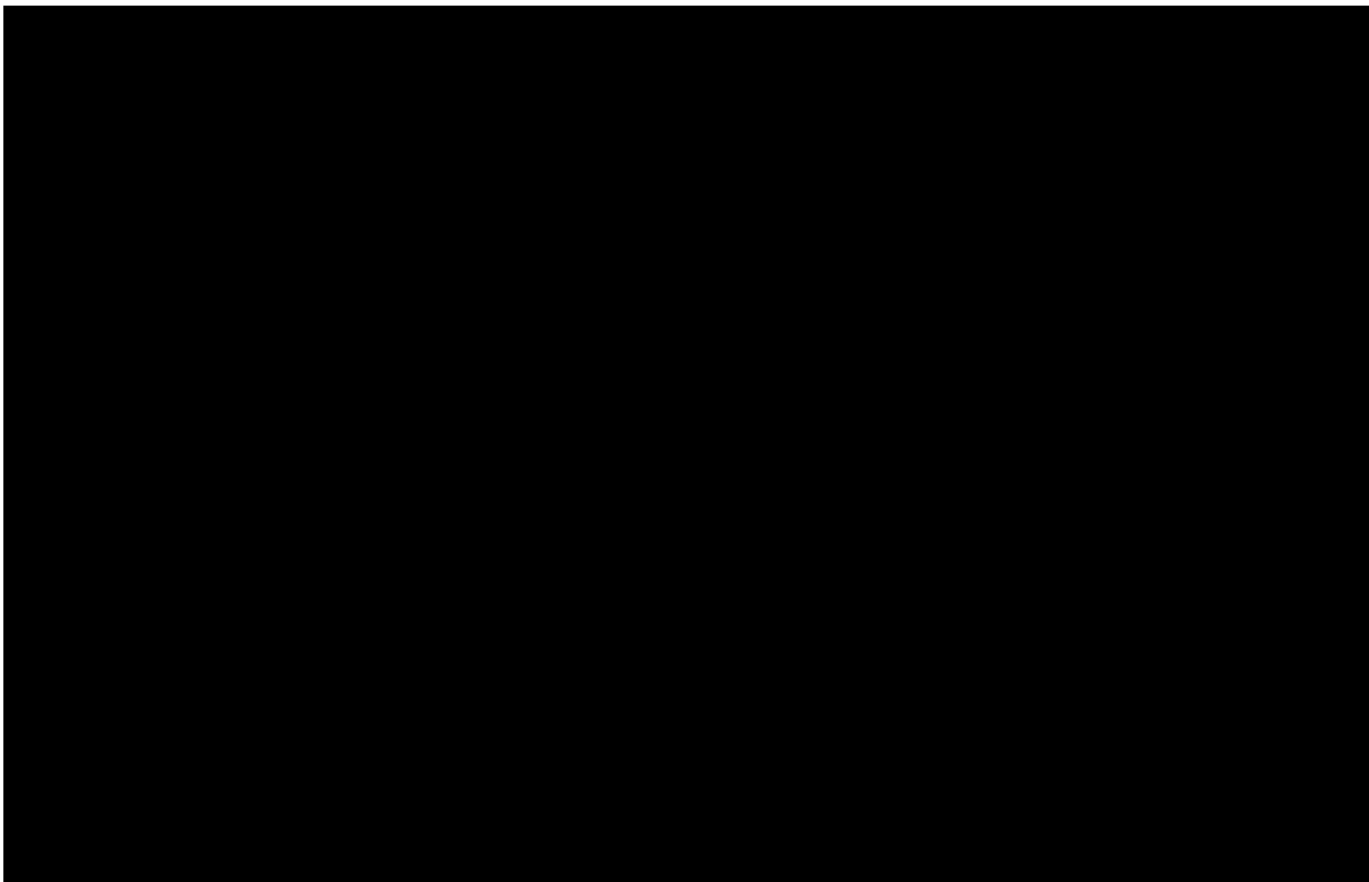
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RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS, 3.5.3 Testing, Page 19

Describe your testing processes for the Solution in detail, specifically:

{a) Your approach to conducting all types of technical testing needed prior to User Acceptance Testing, each release/deployment, including pilot deployment, and post- deployment validation.

Address all the test-related items described in Section 3.5.2 2 and Attachment J, Minimum Content for Project and O&M Deliverables.

{b) Your proposed approach to UAT, data conversion testing, and performance testing.

Address all the test-related items described in Section 3.5.2 2 and Attachment J, Minimum Content for Project and O&M Deliverables.

3.5.3.4 Testing Activities:

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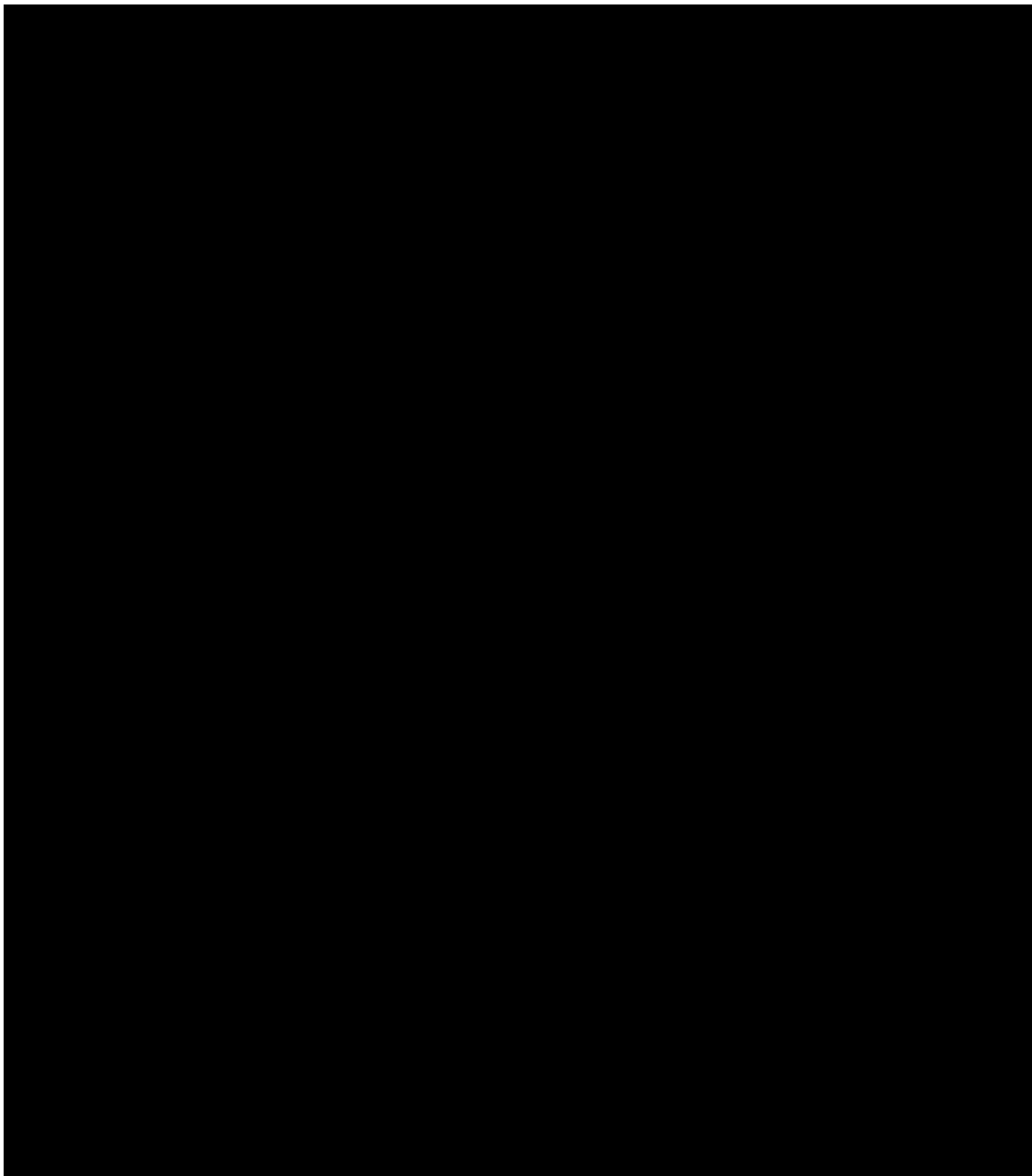
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[REDACTED]

[REDACTED]

[REDACTED]



RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS, 3.5.3 Testing, Page

{e} Your proposed process for identifying, prioritizing, resolving, and documenting Defects found in the Solution during testing. Include in your description any software tools that you intend to make available for Defect management.

Address all the test-related items described in Section 3.5.2 2 and Attachment J, Minimum Content for Project and O&M Deliverables.

{f} How these tools will be integrated with DCDEE tools including HP Quality Center/ALM, Jira, and Confluence.

Address all the test-related items described in Section 3.5.2 2 and Attachment J, Minimum Content for Project and O&M Deliverables.

3.5.3.5 Defect Management:

[REDACTED]

[REDACTED]

[REDACTED]

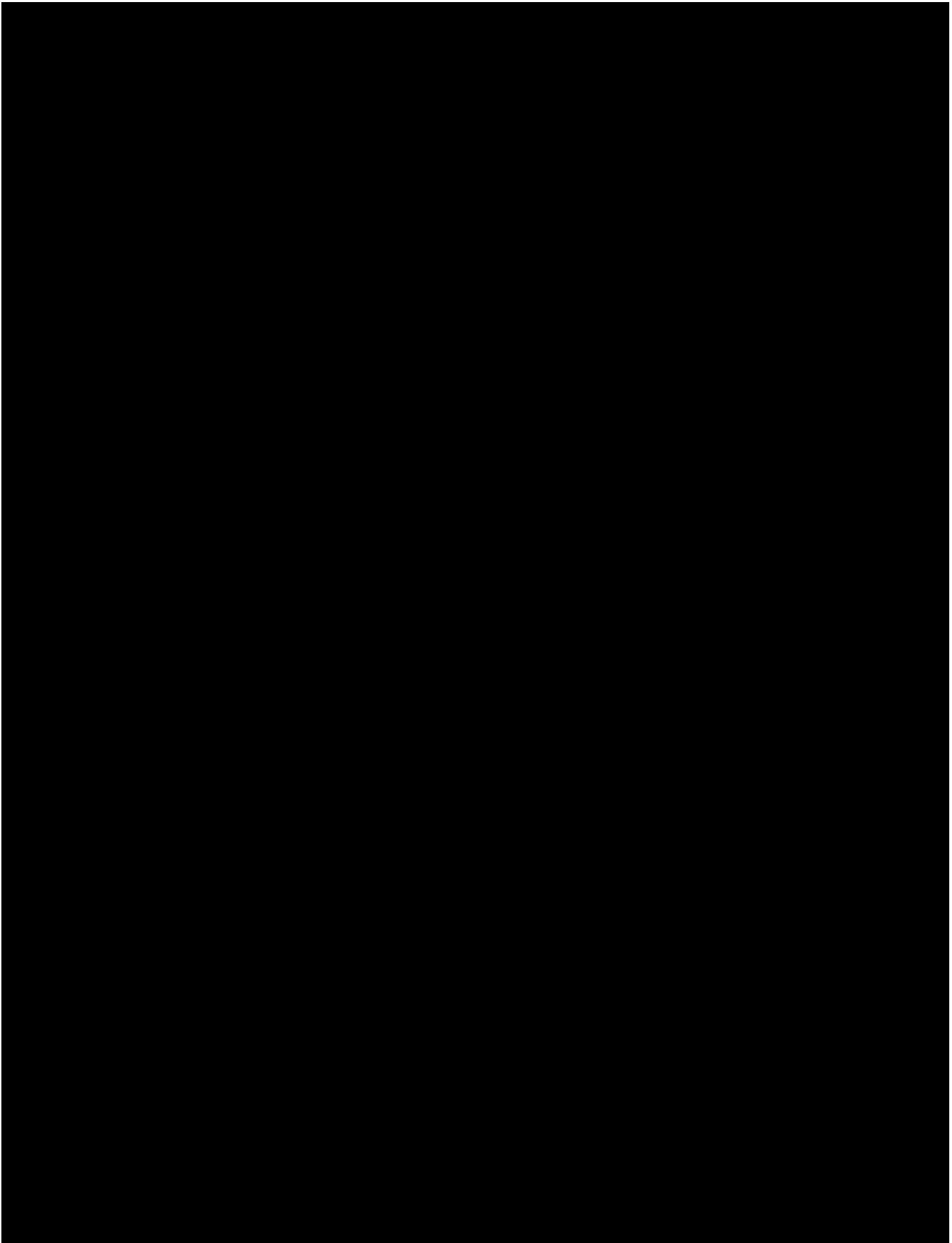
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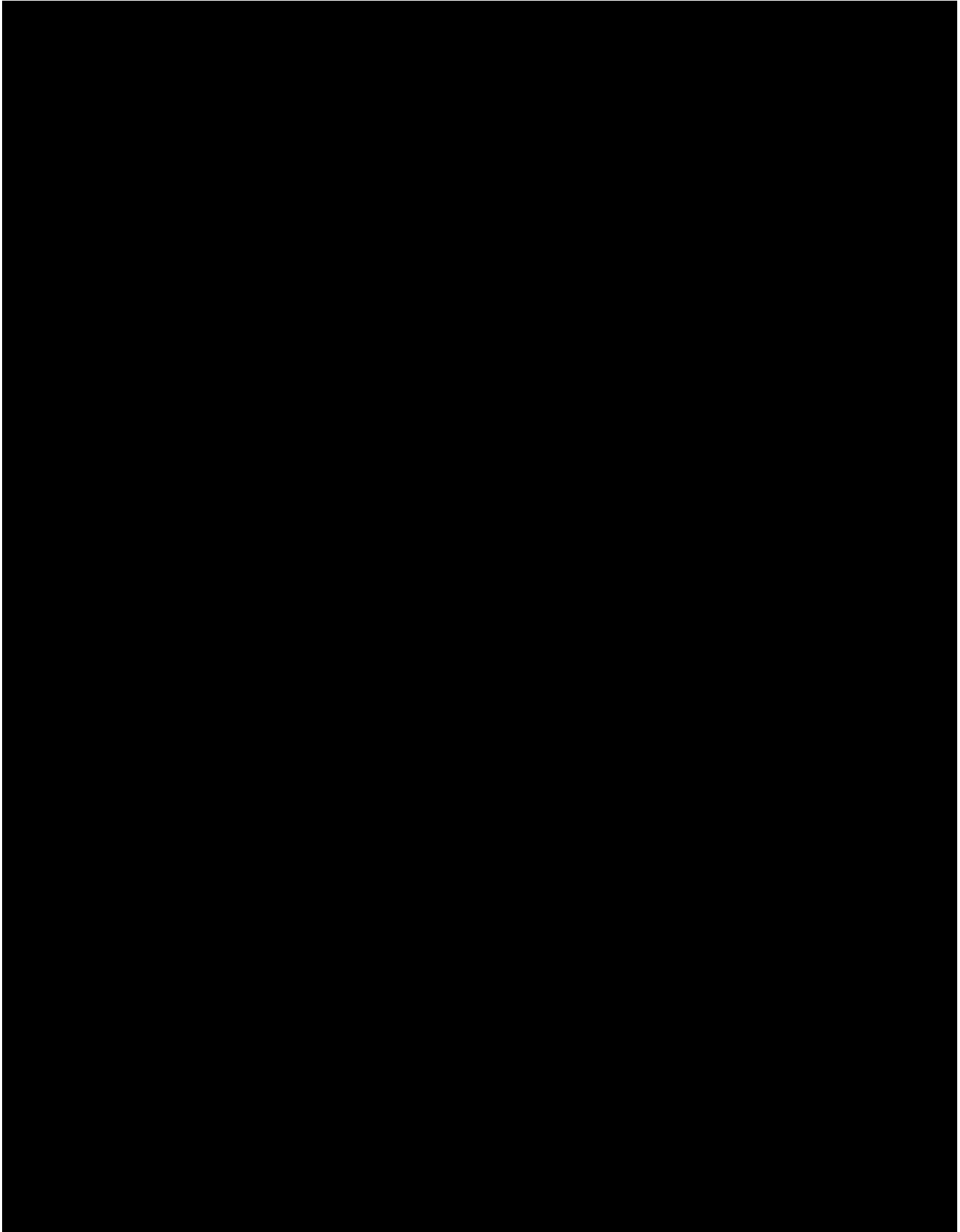
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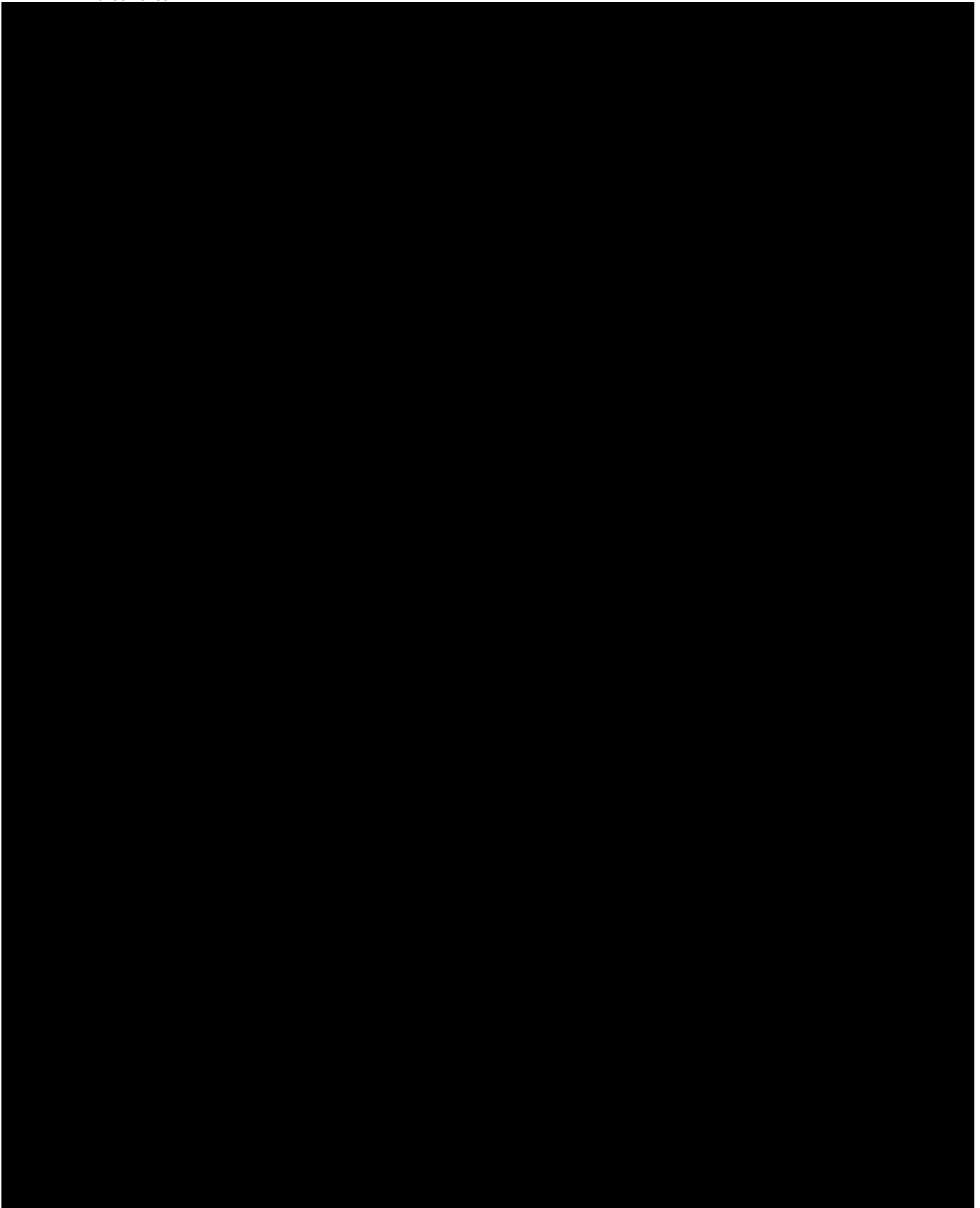
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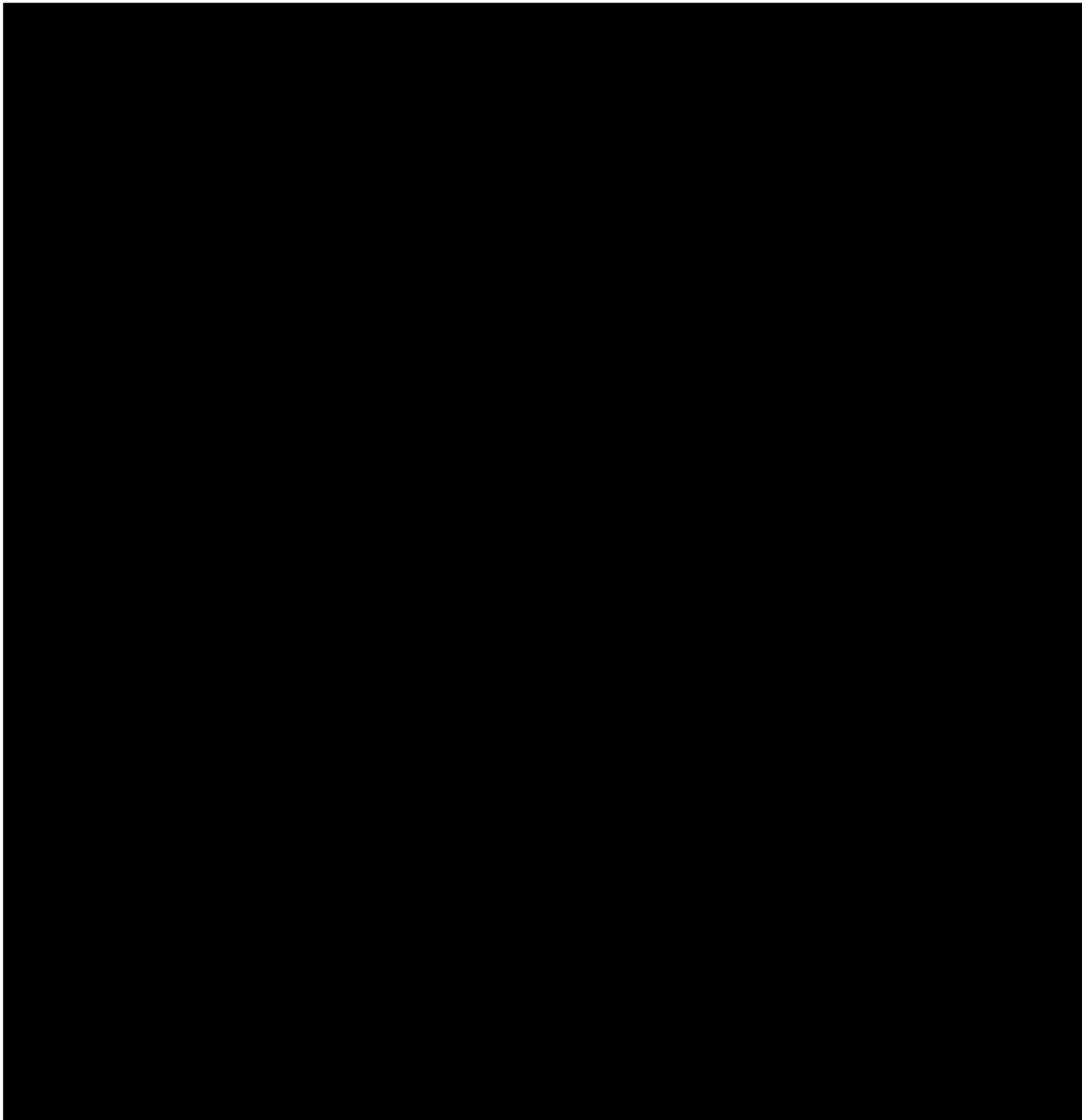
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3.5.4 Training

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.4 Training, Page 20

Describe your approach to training, identifying the points in your SDLC where training will occur for each type of training that you will provide to User Acceptance Testers, pilot users, end users, State Trainers, and State IT support staff. Include in this description:

a. The training content that you will provide for the Solution, including the approach for in- person, remote, or pre-recorded training. Reference Section 3.5.2.2 and Attachment J, Minimum Content for Project and O&M Deliverables. for details regarding the Agency's training documentation needs.

Our Training Approach

[REDACTED]

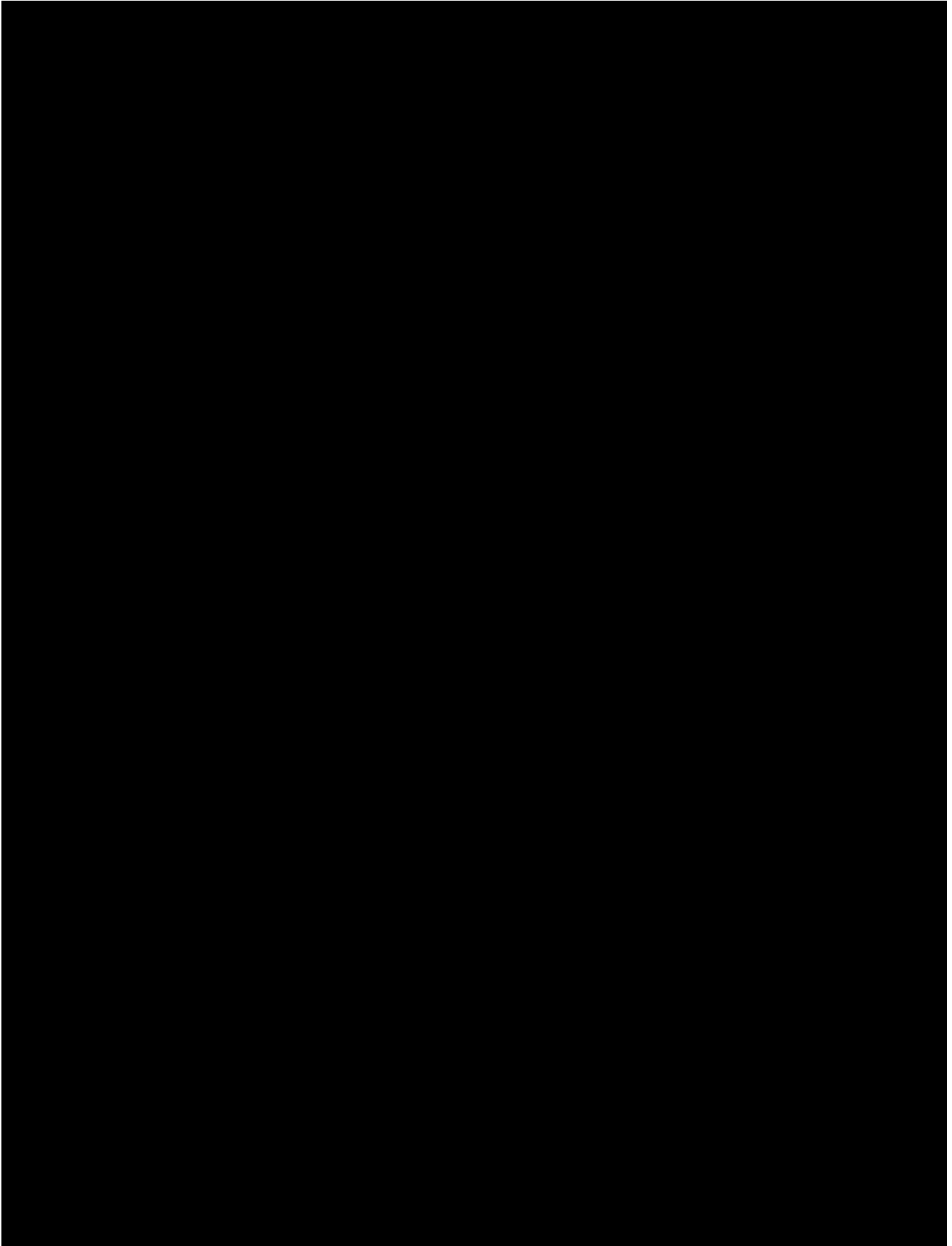
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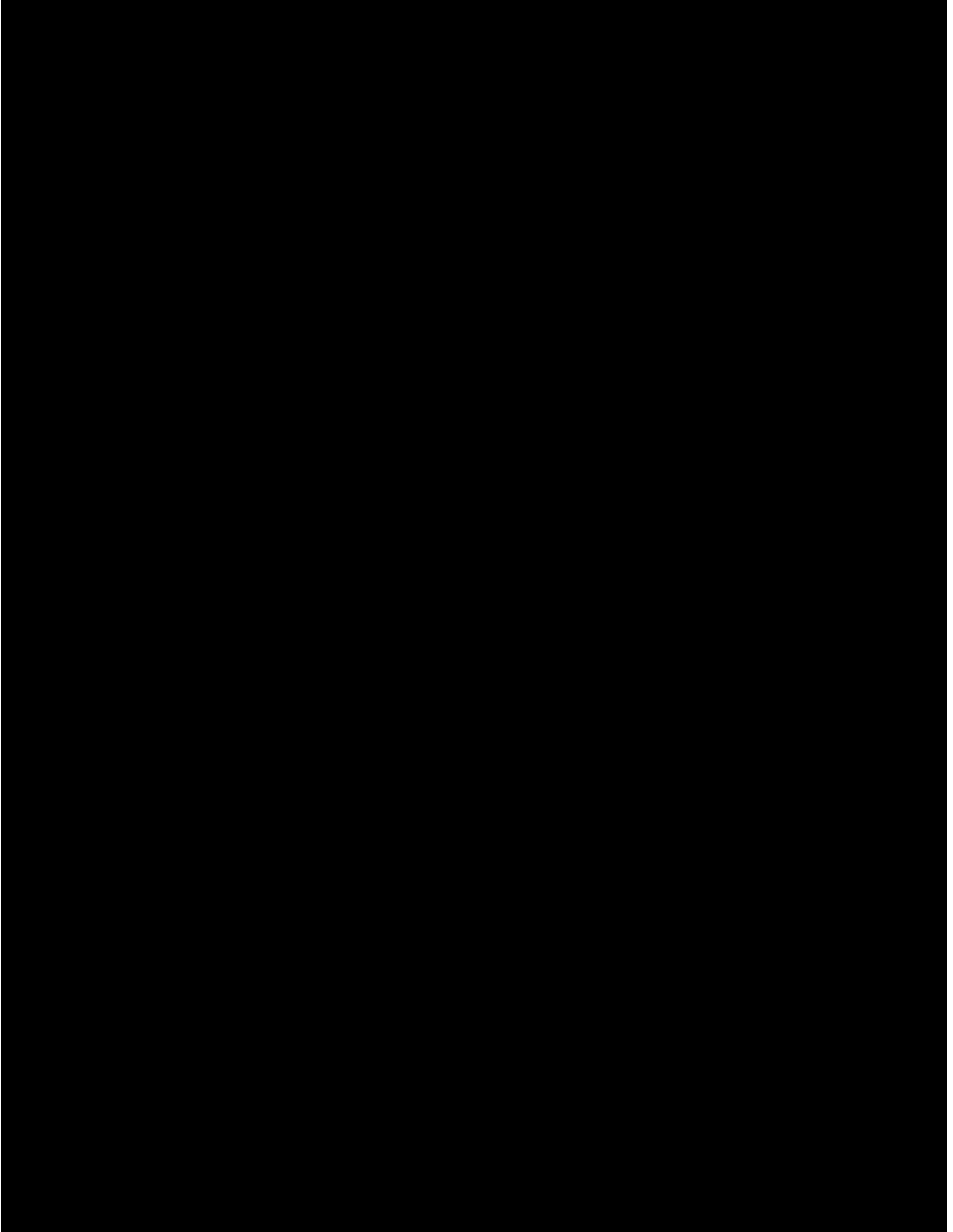
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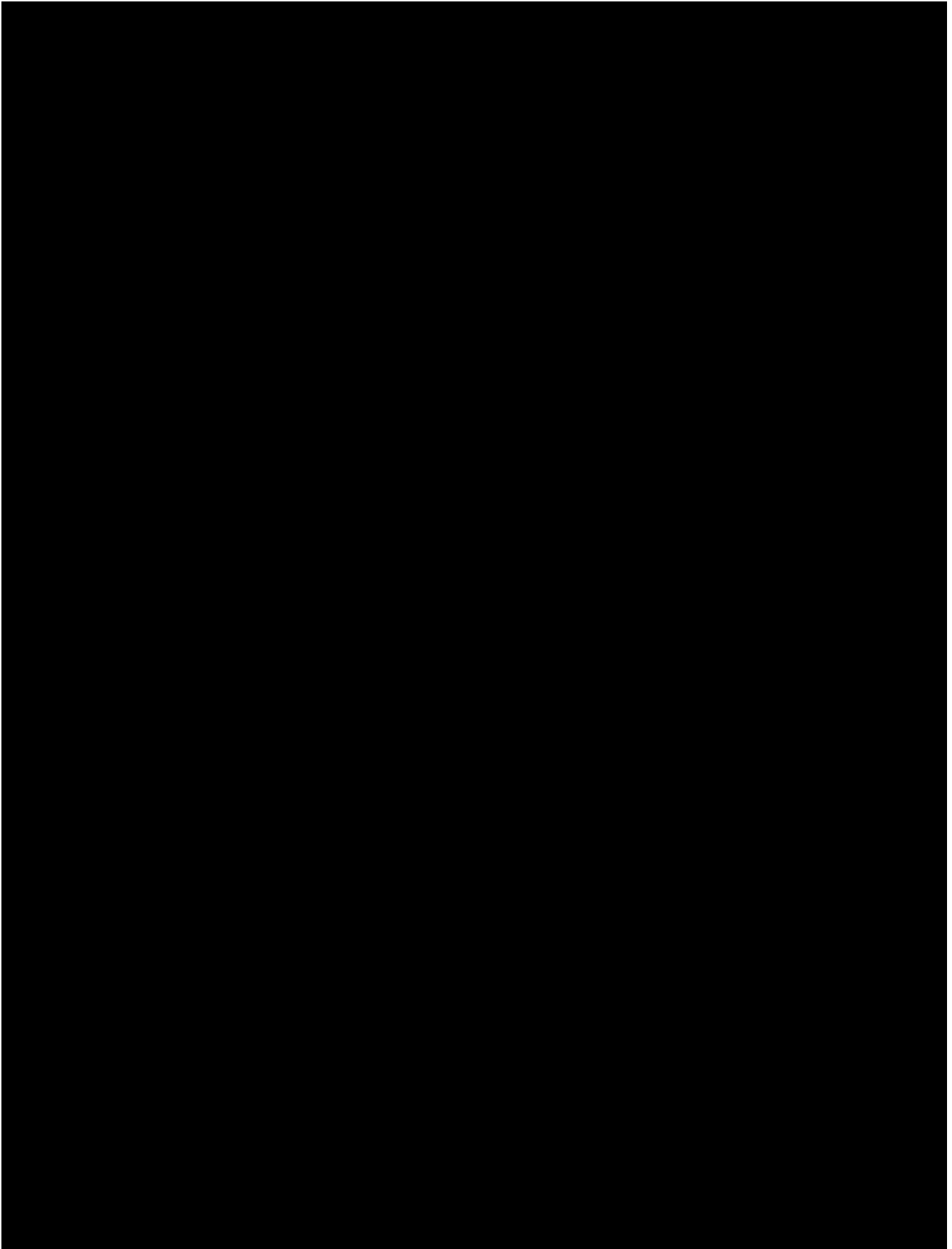
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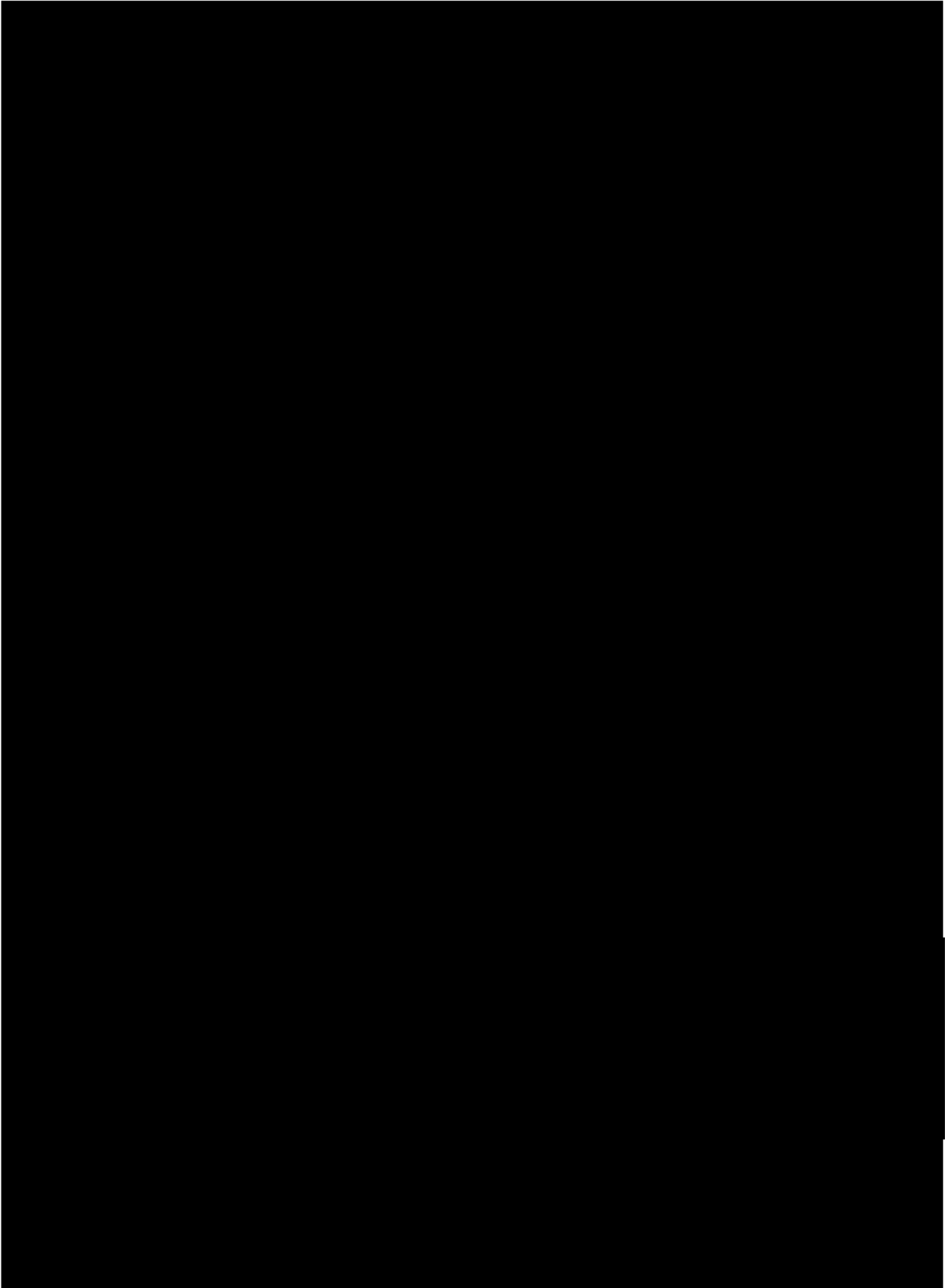
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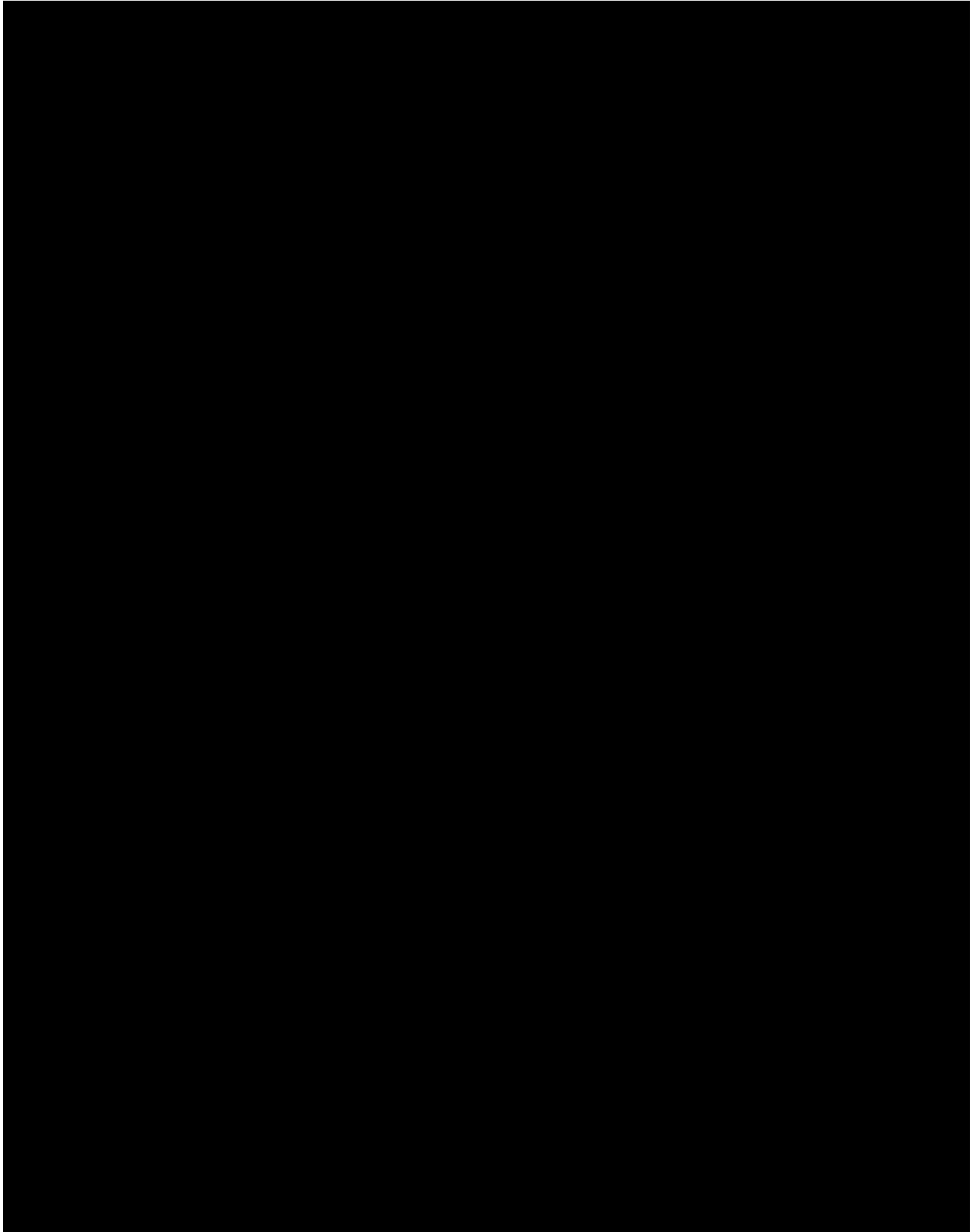
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RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.4 Training, Page 20

b. Describe the training technical (hosting) environment for the Solution. Include in your description how your training technical environment addresses the following items:

- i. Configurable mirror production functionality, and
- ii. Online help.

Training Technical (Hosting) Environment and Learning Tools

[REDACTED]

Configurable Mirror Production Functionality

[REDACTED]

[REDACTED]

Online Help

[REDACTED]

Learning Tools

[REDACTED]

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.4 Training, Page 20

c. Describe how you provide training and knowledge transfer training to the Agency and other State IT staff as needed to assist Solution development efforts, system administration, and ongoing support for your proposed Solution.

Knowledge Transfer Approach

[REDACTED]

[REDACTED]

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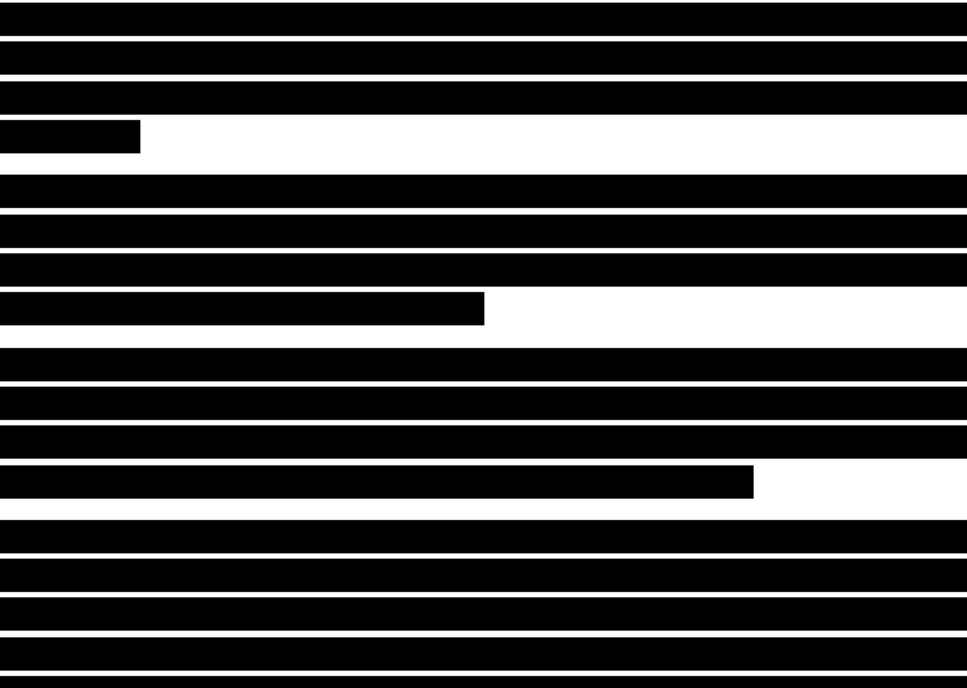
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RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.4 Training, Page 20

d. Describe any on demand training resources available to users such as recorded training sessions, computer-based training, FAQs, community forums, etc.



e. Training provided during the O&M Contract Phase for new releases, enhancements, and any other changes to the Solution's underlying technology or hosting environment.

Gender	Percentage
Men	75%
Women	65%

Describe the Vendor's approach to converting and migrating data from existing systems (Regulatory (SQL), WORKS (Oracle), etc.) to the Solution. Include a list of all tools that will be used, and State resources required.

[REDACTED]

[REDACTED]

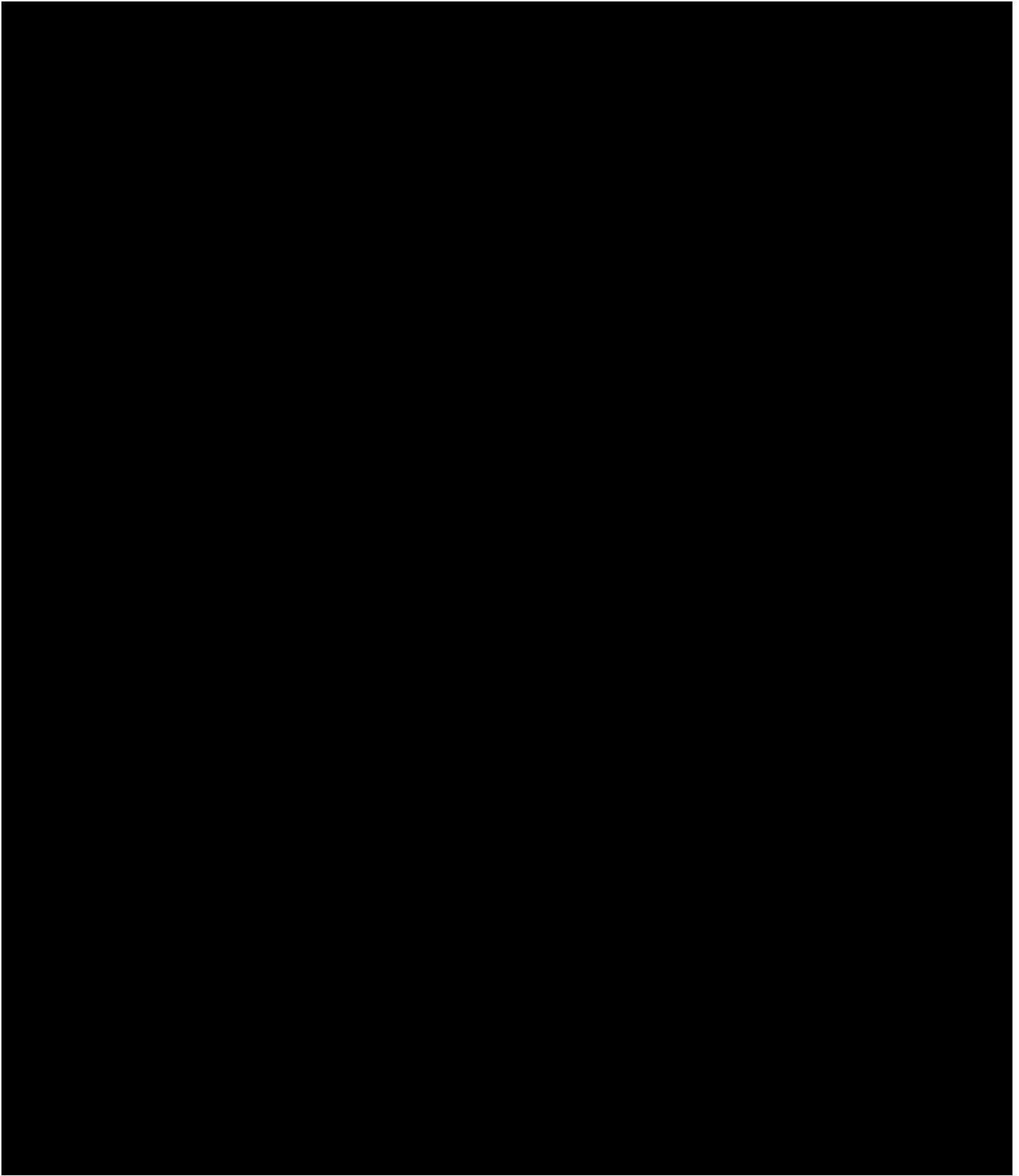
Data Conversion Strategies and Approach

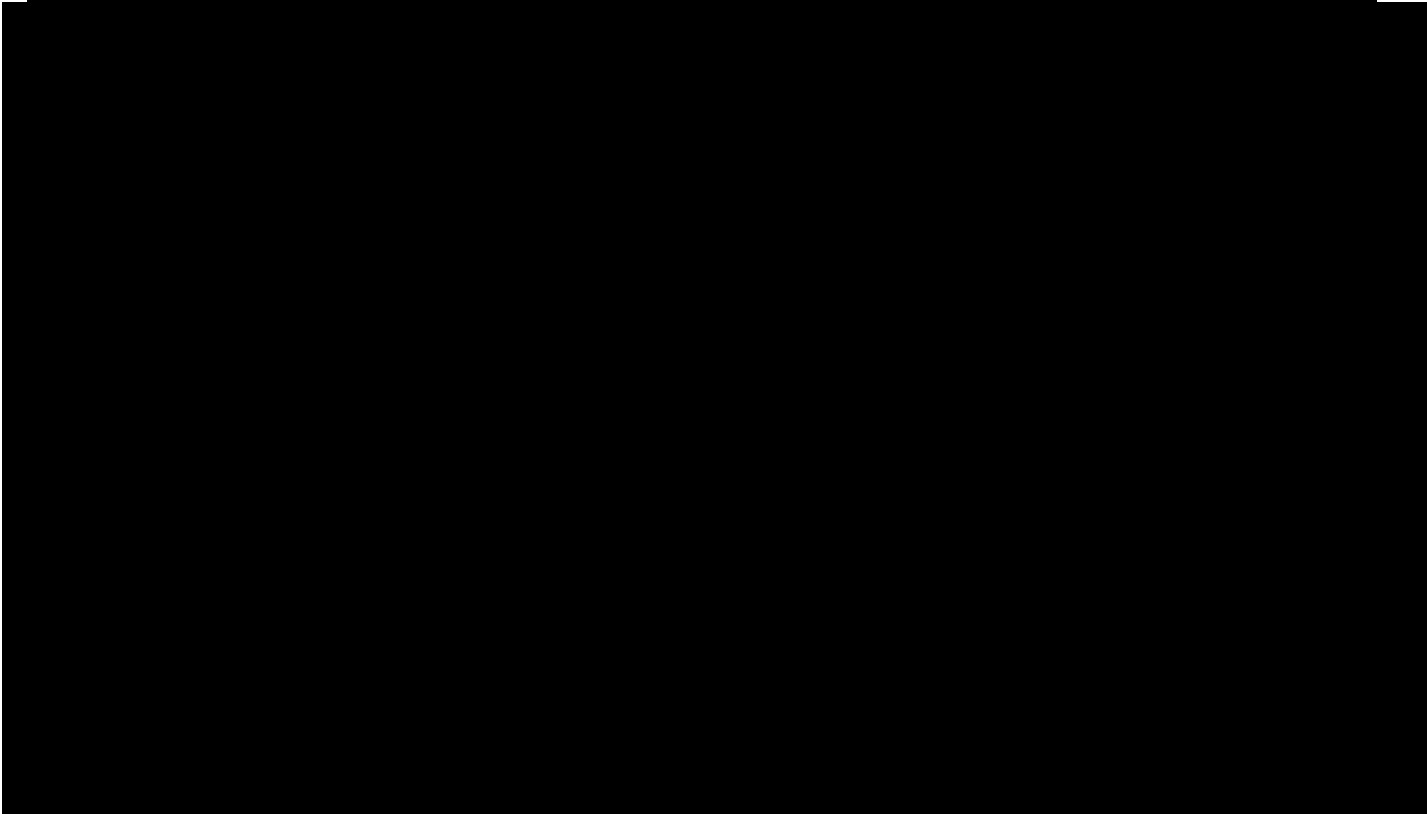
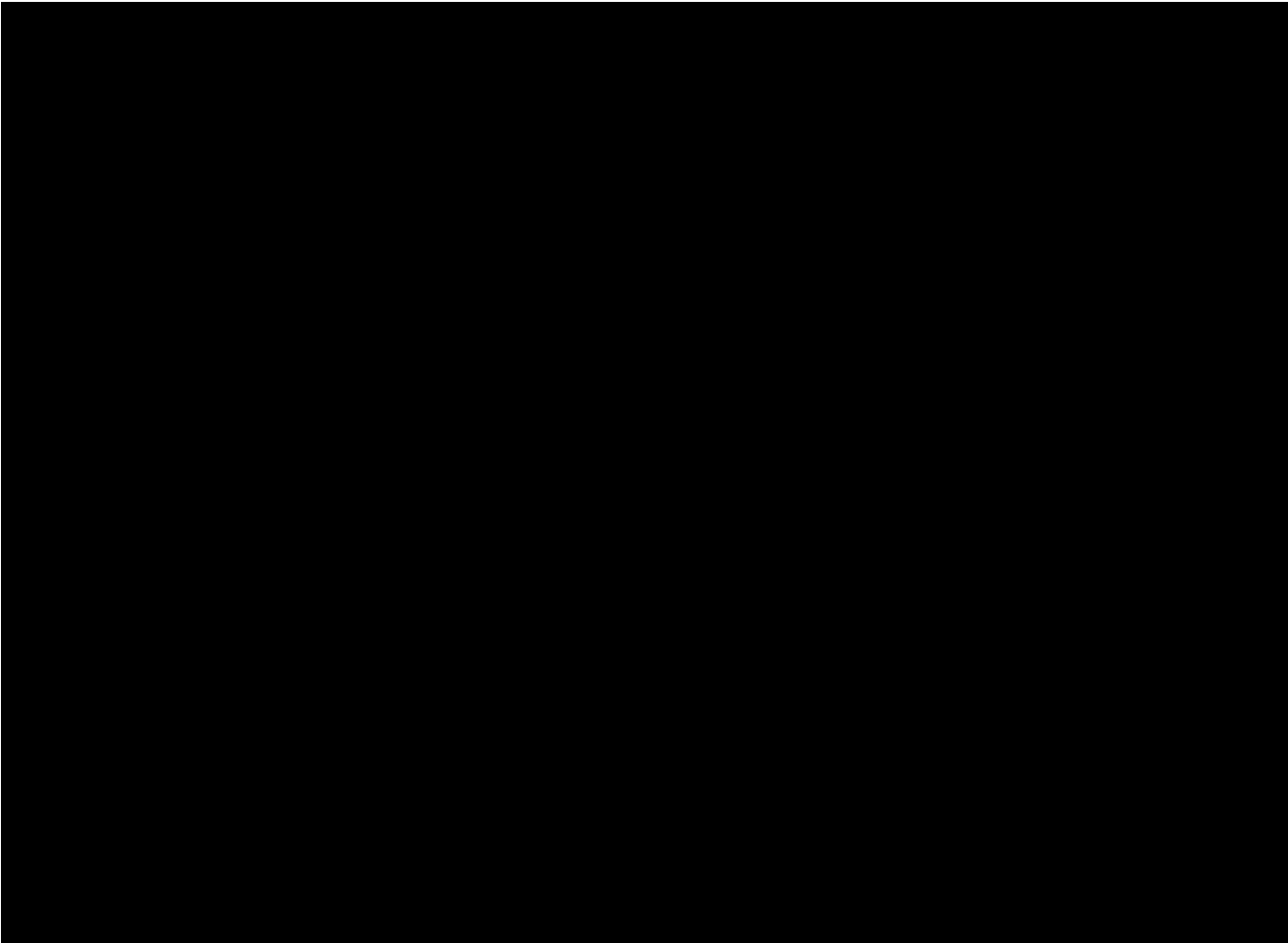
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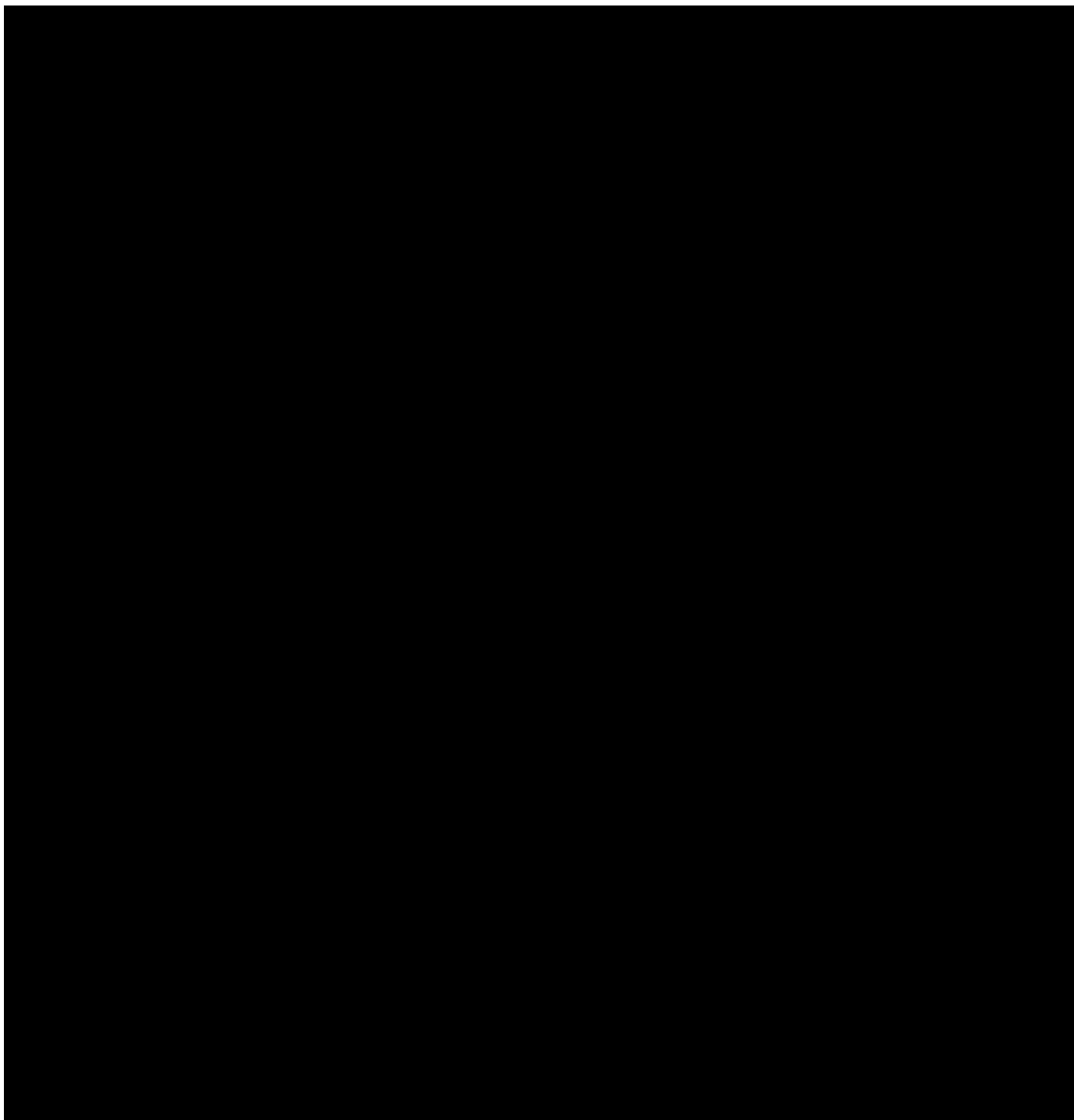
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Data Conversion Activities and Milestones







Data Map and Crosswalk

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[REDACTED]

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Data Conversion Risk and Mitigation strategy

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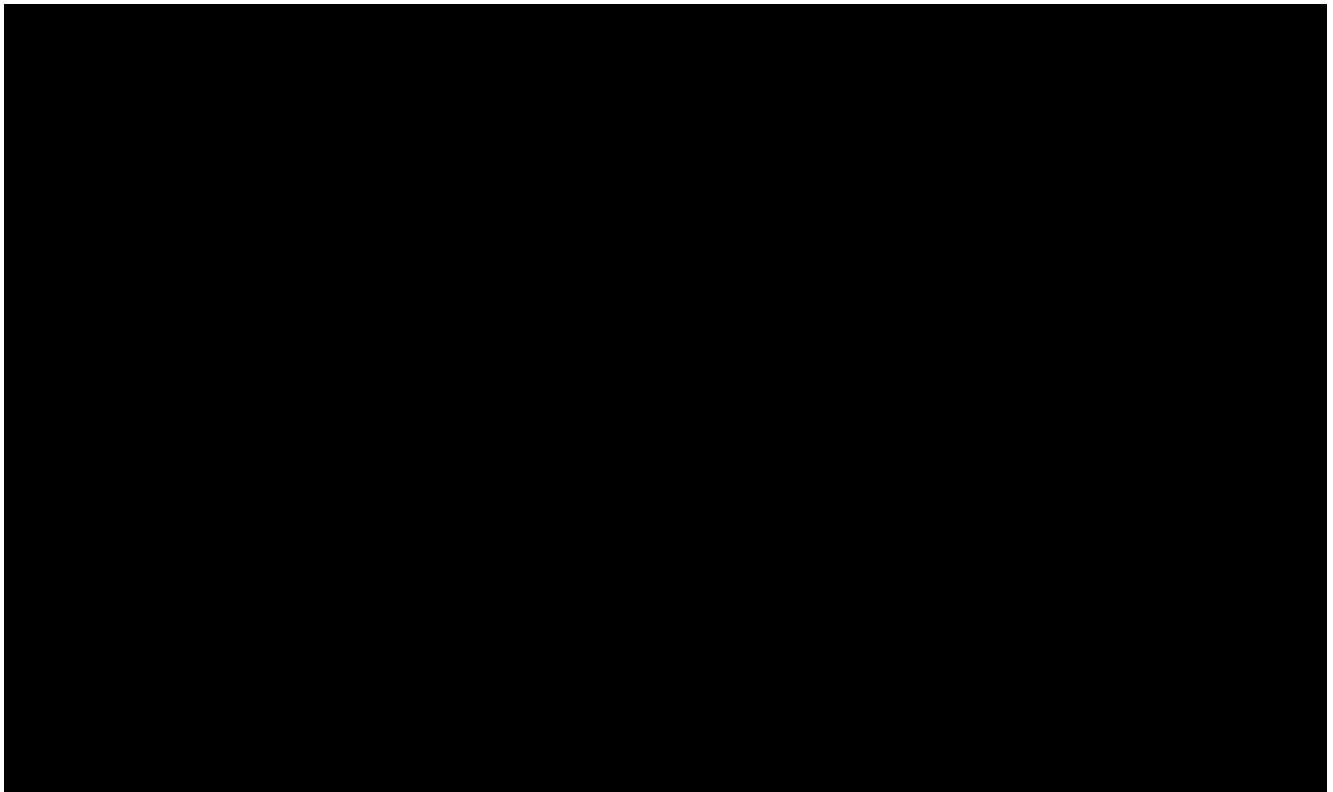
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[REDACTED]

Data Conversion and Migration Test Result Reports

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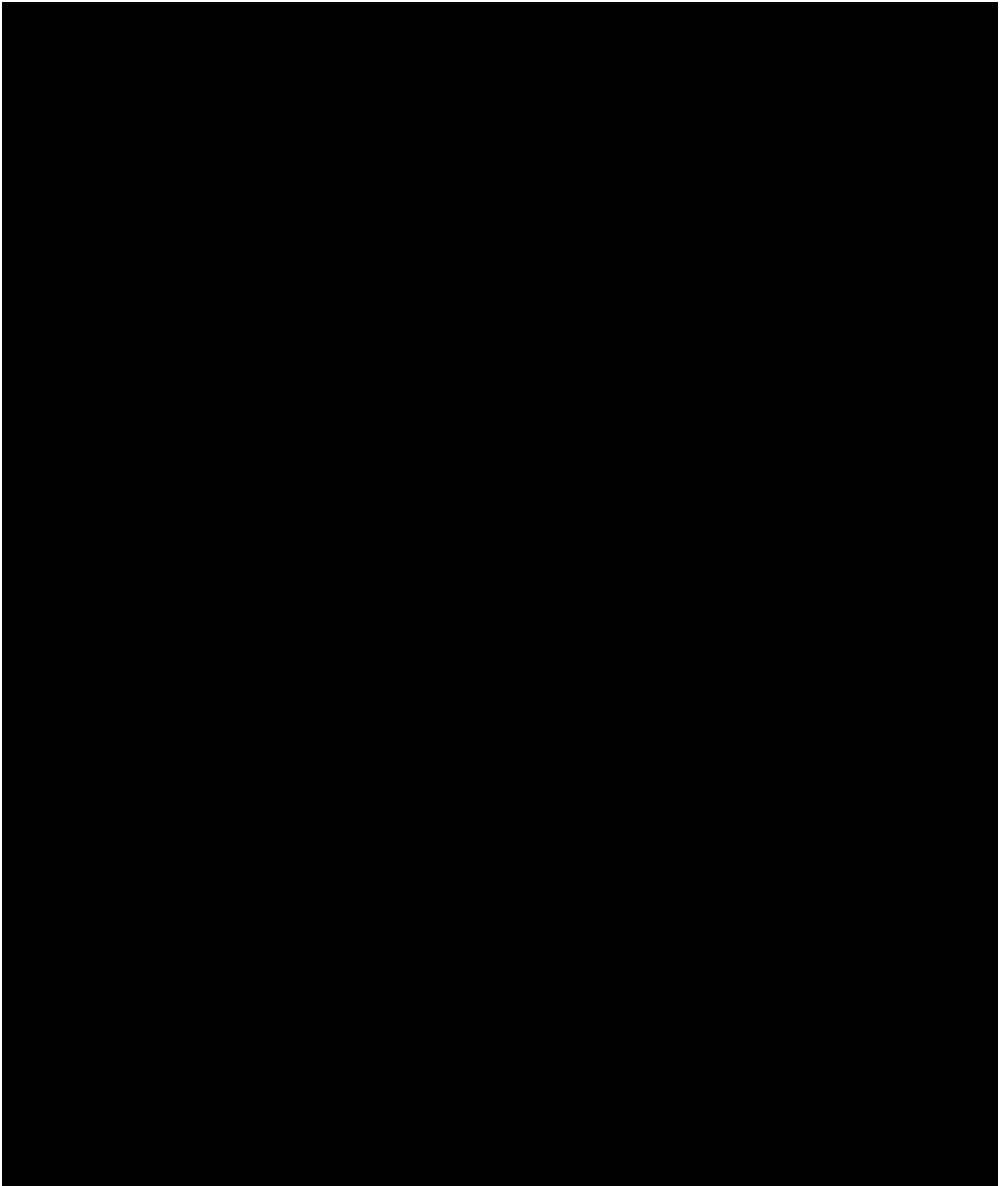
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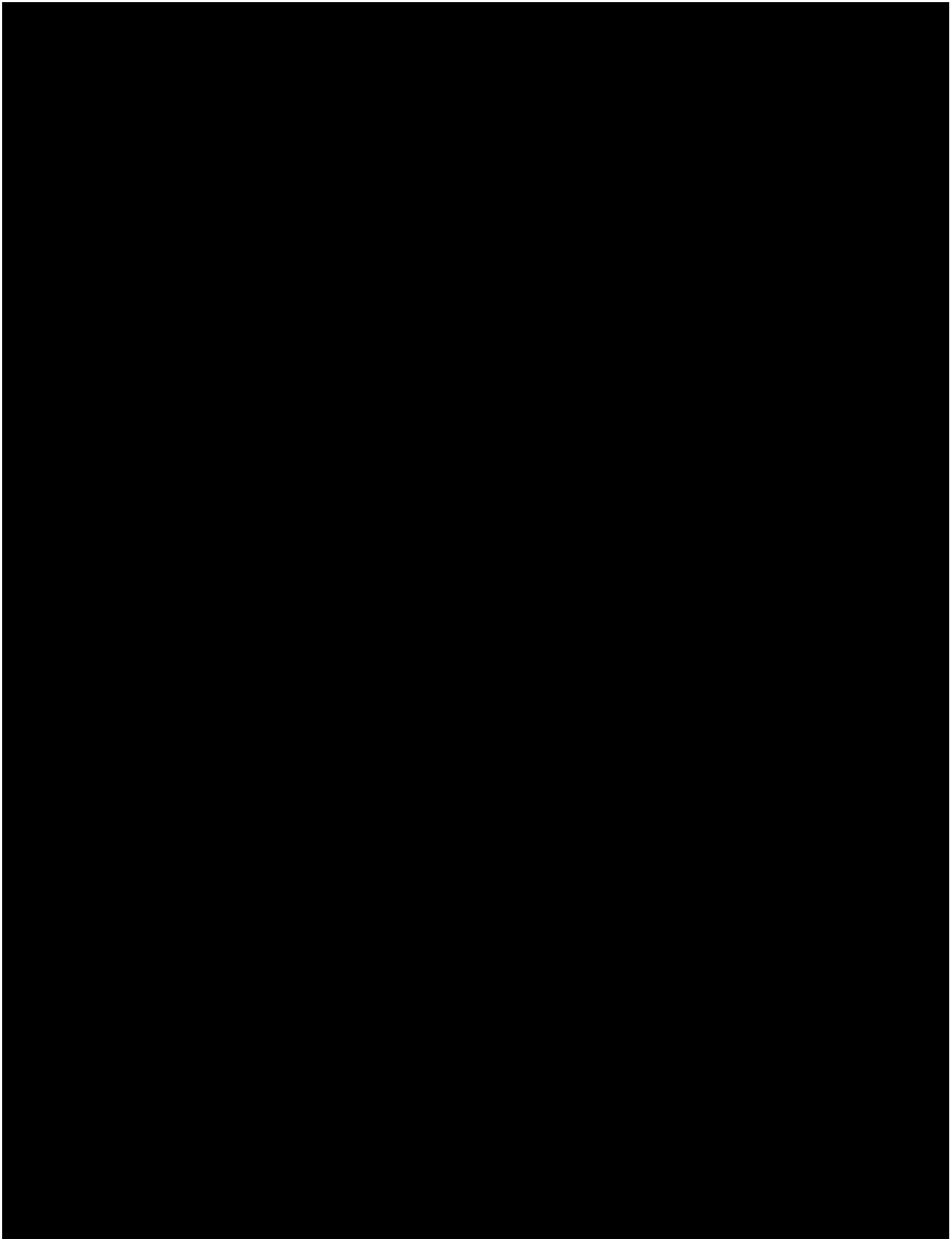


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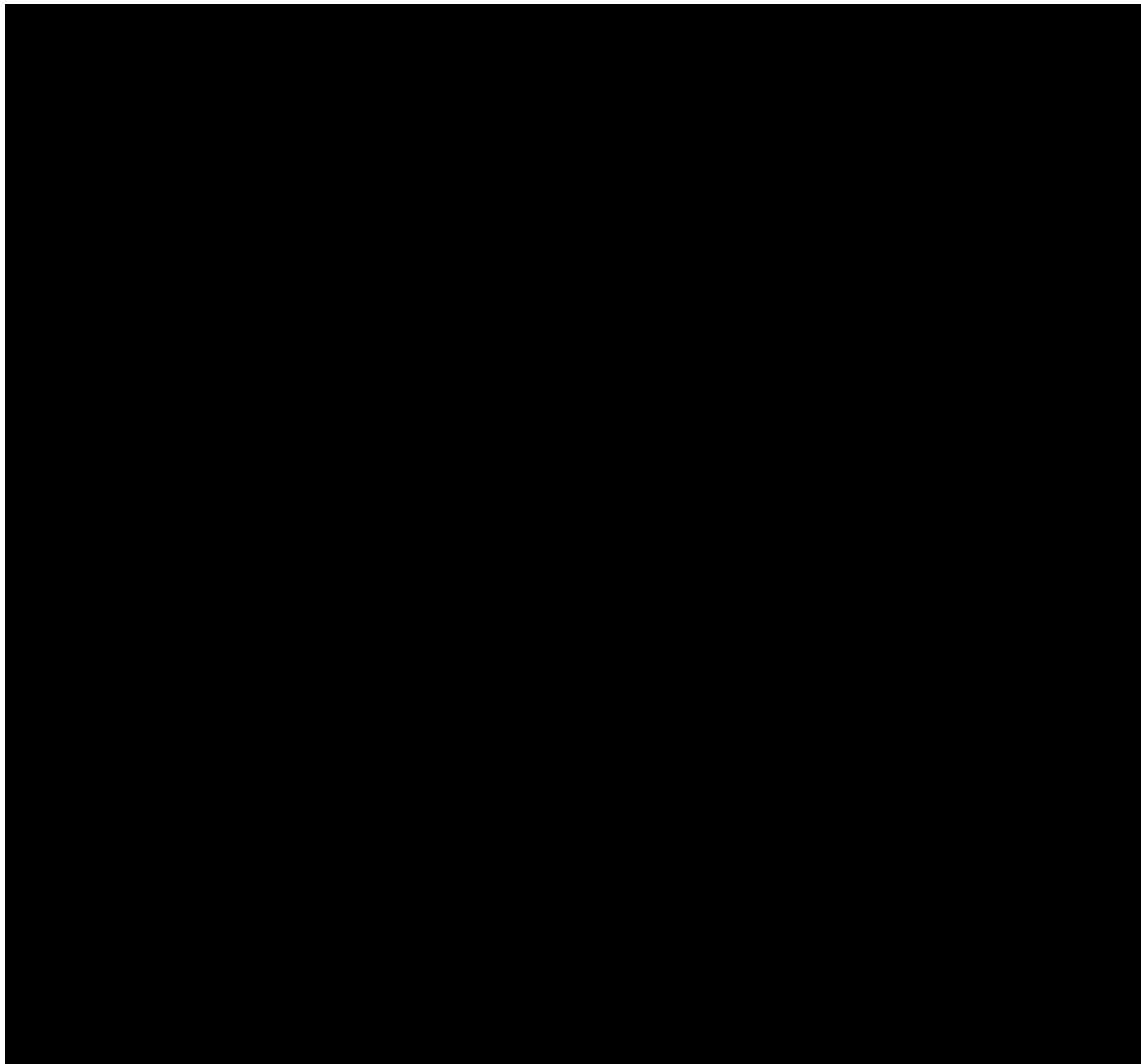
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[REDACTED]

[REDACTED]

1. Vendor Approach to Operations and Maintenance

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 1. Vendor Approach to Operations and Maintenance, Page 21

O&M will start after the Solution is deployed and the Vendor has obtained documentation of Agency Acceptance of the Stabilized Solution (i.e., the Stabilization Period has been successfully completed). The Vendor, when offering a Vendor-hosted Solution, will maintain the hardware and operating systems needed to host the Solution and updating the Solution with product patches and new releases.

Describe the Vendor's plan to perform/provide all O&M tasks/Deliverables. Reference 3.5.2.2 and Attachment J, Minimum Content for Project and O&M Deliverables for Deliverables that are to be maintained during O&M. Include a description of how the Vendor will do the following:

a. Describe how you will provide ongoing maintenance and support for the Solution. This includes, but is not limited to, periodic updates based on new product versions.

[REDACTED]

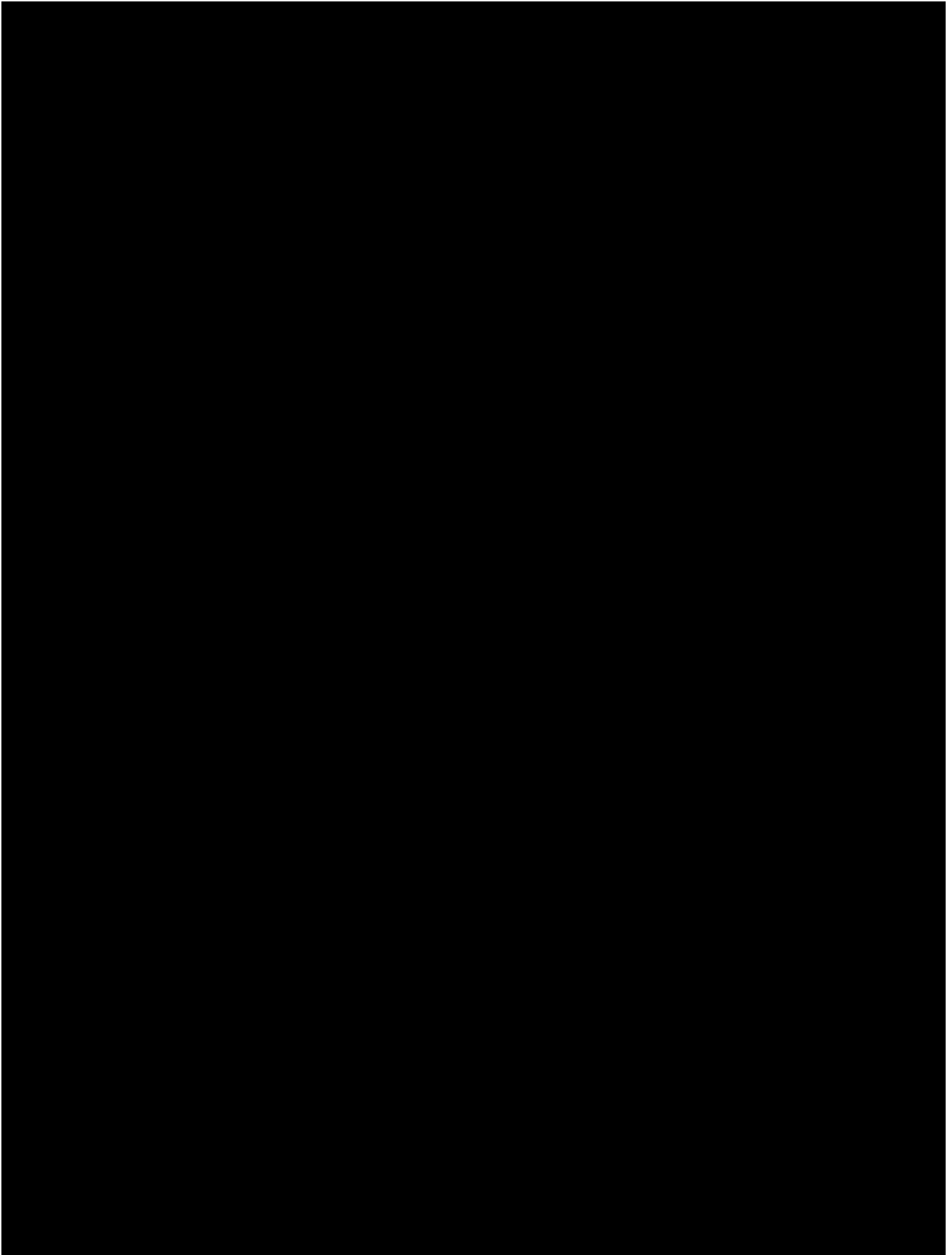
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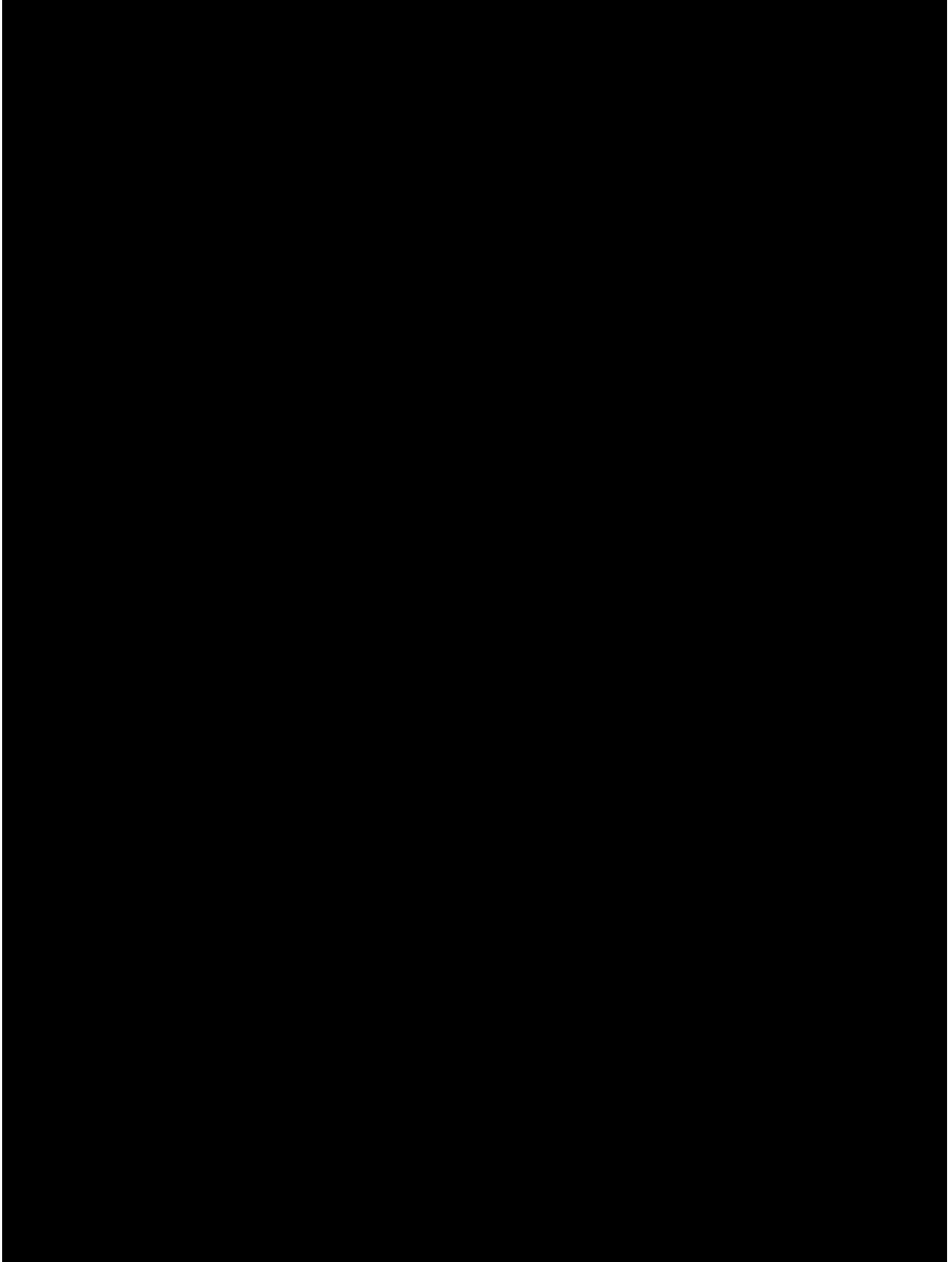
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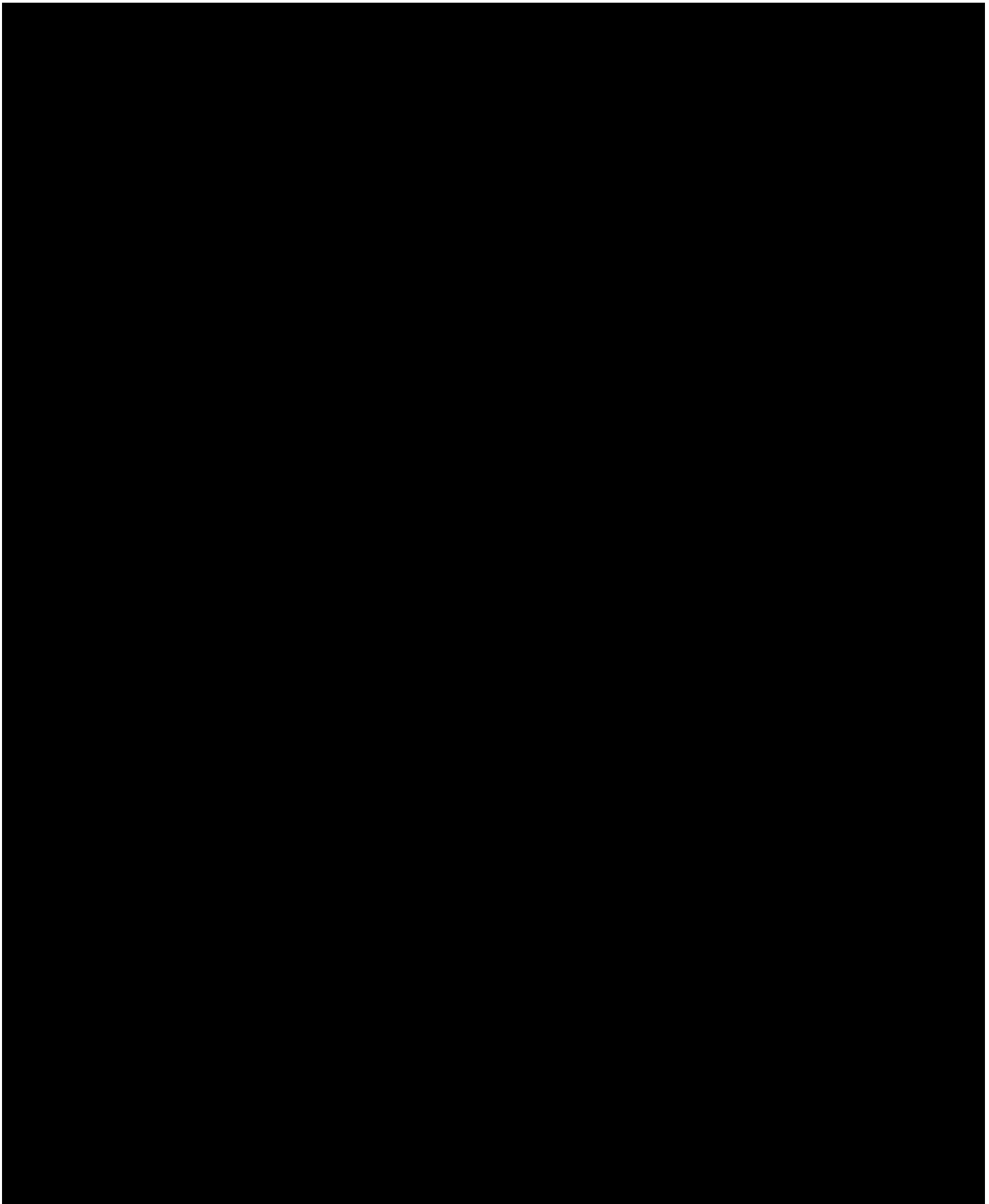
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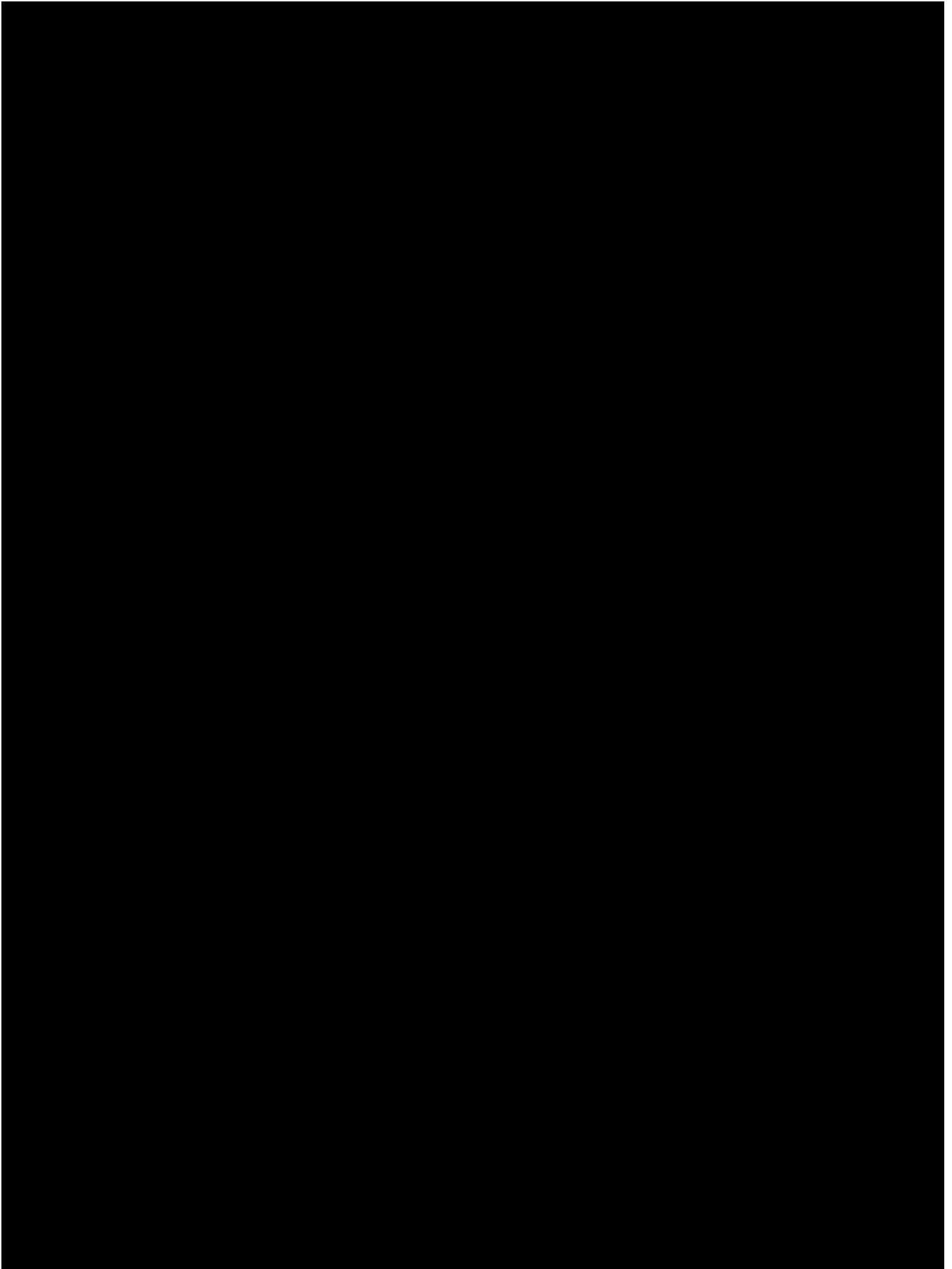
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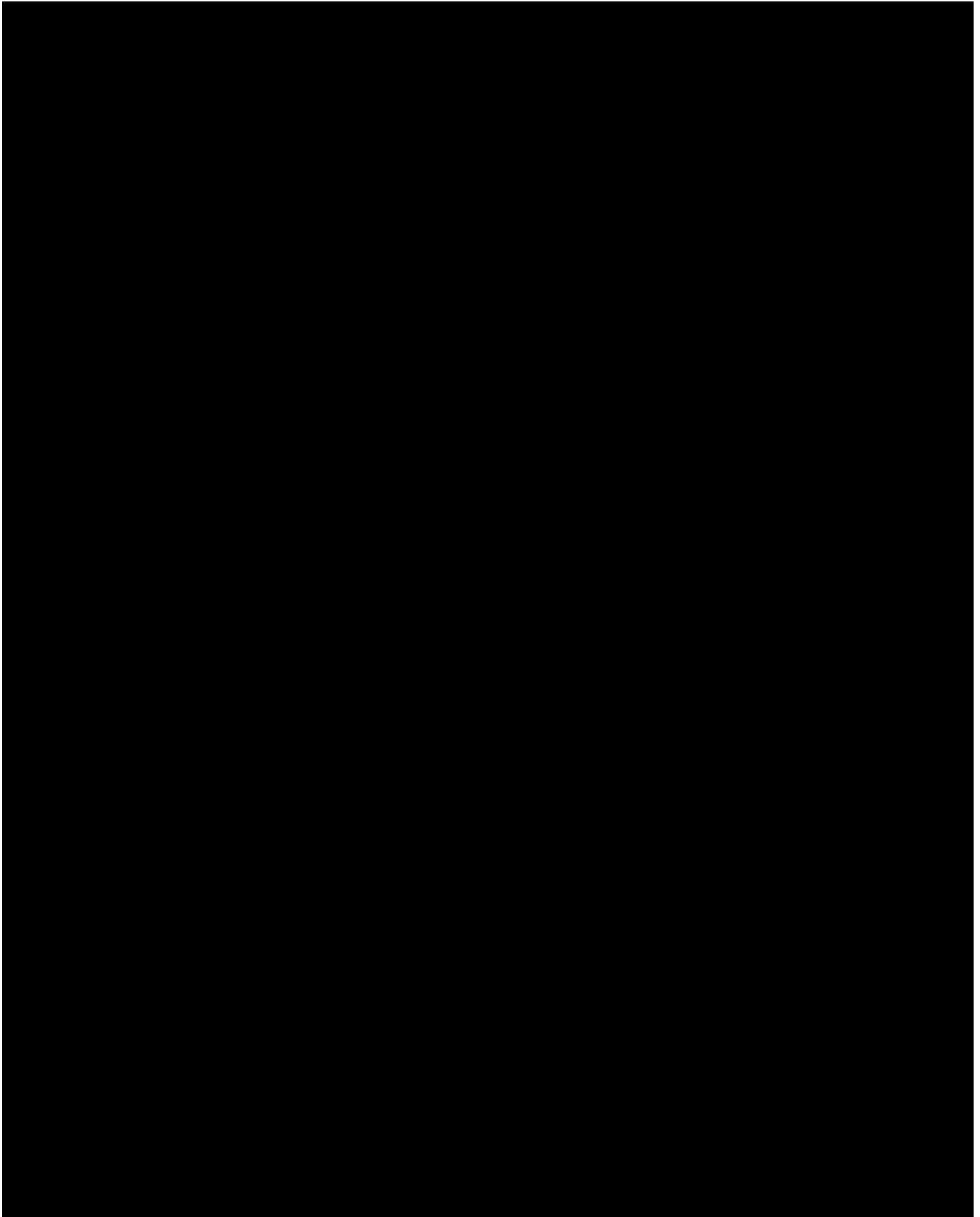
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RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 1. Vendor Approach to Operations and Maintenance, Page 21

b. Provide a mechanism for the Agency to request Changes to the Solution and report Defects.

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 1. Vendor Approach to Operations and Maintenance, Page 21

c. Maintain a tracking system, at no cost to the Agency, to track all requested Changes and reported Defects, their status, expected resolution time, testing results, and final resolution.

[REDACTED]

_____.

d. Provide the Agency with the status of releases, Changes, and Defect resolution in a format specified by the Agency, O&M Status Reports will contain at a minimum the contents outlined in Attachment J, Minimum Content for Project and O&M Deliverables.

[REDACTED]

-
- | Government | Percentage |
|---------------------|------------|
| Current government | 100% |
| Previous government | 0% |

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 1. Vendor Approach to Operations and Maintenance, Page 21

e. Perform technical testing all releases and fixes for Changes and Defects in Vendor's environment prior to delivery to the Agency for UAT. Reference Section 3 5.2.2 for technical testing deliverables.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 1. Vendor Approach to Operations and Maintenance, Page 21

f. For modifications made by the Vendor to remediate Defects or make Changes requested by the Agency, Vendor shall provide the Regression Test Results Report to confirm that the Solution has not regressed because of modifications prior to releasing the next version of the Solution for UAT.

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 1. Vendor Approach to Operations and Maintenance, Page 21

g. Provide the Agency with technical testing results for Changes and Defects as outlined in Section 3.5.2.2 in a format specified by the Agency. Testing results will contain at a minimum the contents outlined in Attachment J, Minimum Content for Project and O&M Deliverables.

[REDACTED]

System Testing

[REDACTED]

Interface/Integration Testing

[REDACTED]

Performance Testing

[REDACTED]

Regression Testing

[REDACTED]

Security Testing

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 1. Vendor Approach to Operations and Maintenance, Page 21

h. Upon State request, assist UAT Testers during UAT of any Changes, Defects, and new releases. Vendor will assist the Agency in documenting the UAT Results Report. UAT assistance may be provided onsite or offsite as agreed upon by the Office.

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 1. Vendor Approach to Operations and Maintenance, Page 21

i. Troubleshoot and correct all problems and Defects identified during UAT of new releases, Defect remediations, or Vendor-assisted Changes to ensure that the Solution continues to operate as designed.

[REDACTED]

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 1. Vendor Approach to Operations and Maintenance, Page 21

j. Document Agency Acceptance of Tested Solution prior to deployment of Changes or new releases.

[REDACTED]

[illegible]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 1. Vendor Approach to Operations and Maintenance, Page 21

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 1. Vendor Approach to Operations and Maintenance, Page 21

l. The Vendor will troubleshoot browser and other compatibility issues that may develop with new releases, Changes, or new supported browser versions as needed.

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 1. Vendor Approach to Operations and Maintenance, Page 21

m. Describe the review and update process (annually and when impacted by Changes) for O&M Deliverables listed in Section 3.5.2.2.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

2 Vendor Hosting

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 2. Vendor Hosting, Page 22

a. Describe your development, test, training, production, disaster recovery, and any separate reporting technical hosting environments.

[REDACTED]

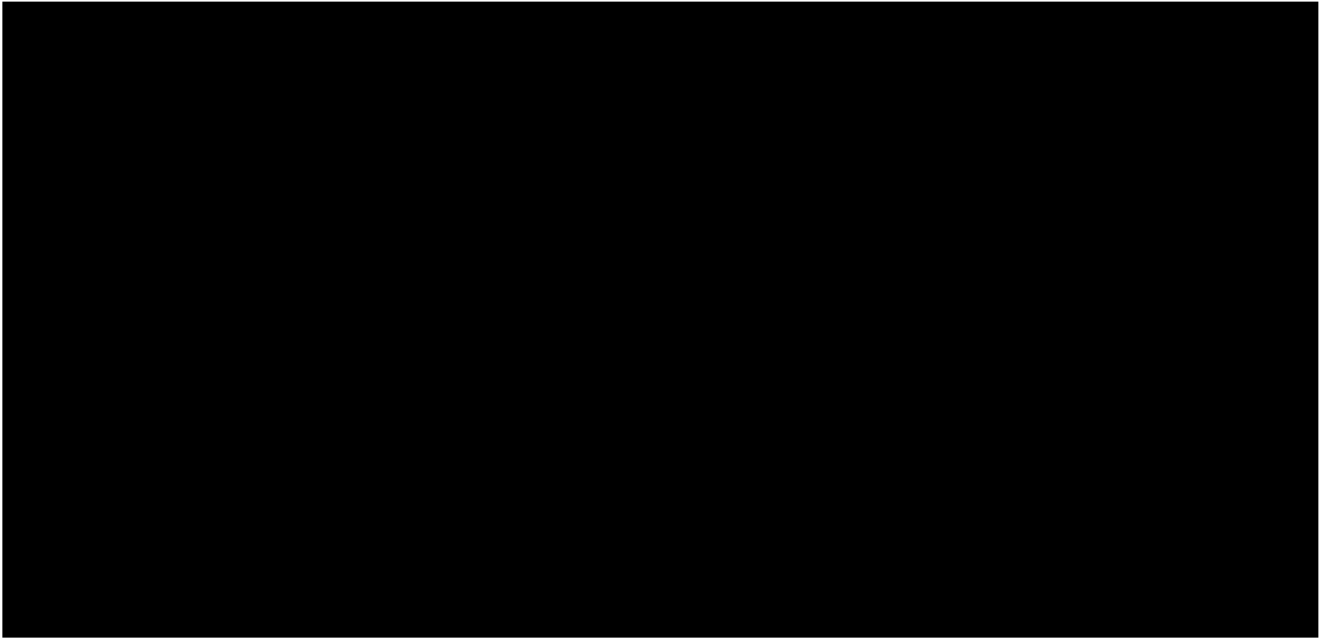
[REDACTED]

[REDACTED]

State of North Carolina Department of Health and Human Services
Division of Child Development and Early Education
RFP No: 30-23189

[REDACTED]

[REDACTED]



[Redacted text block]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 2. Vendor Hosting, Page 22
b. Describe the schedule required to stand up each technical hosting environment.

[Redacted text block]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 2. Vendor Hosting, Page 22
c. Describe how Confidential Information will be securely maintained in the Vendor's hosted environment.

[Redacted text block]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 2. Vendor Hosting, Page 22

d. Describe how the Vendor will troubleshoot, review, maintain and upgrade all technical environments (servers, operating systems, utility software application software, and SAN storage) as needed to ensure continual compliance/conformance (as applicable) with federal, State, and NCDHHS architectural, privacy, and security policies and standards.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 2. Vendor Hosting, Page 22

e. Describe how you will provide 24x7x365 monitoring of the production environment for unusual behavior, error conditions, and hardware, Solution, and operating systems' failures, except during planned or unplanned maintenance periods.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

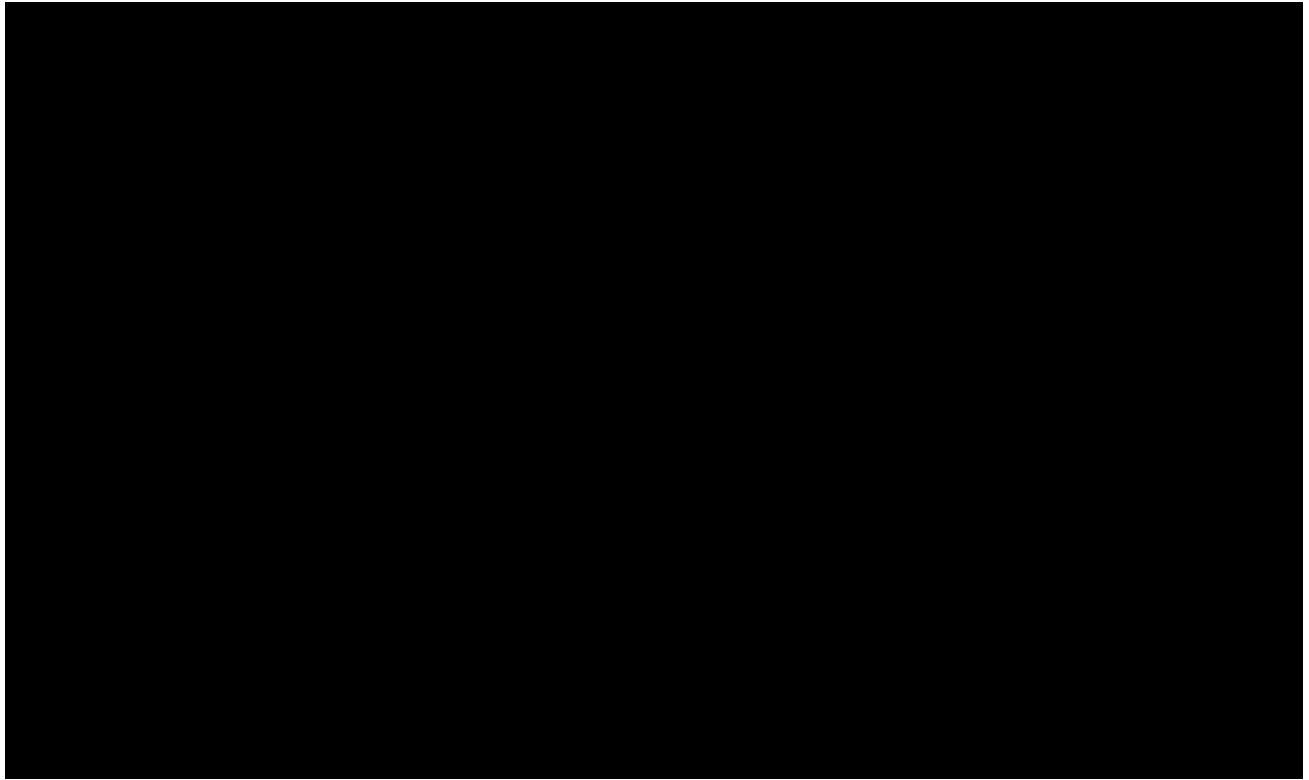
- [REDACTED]

- [REDACTED]

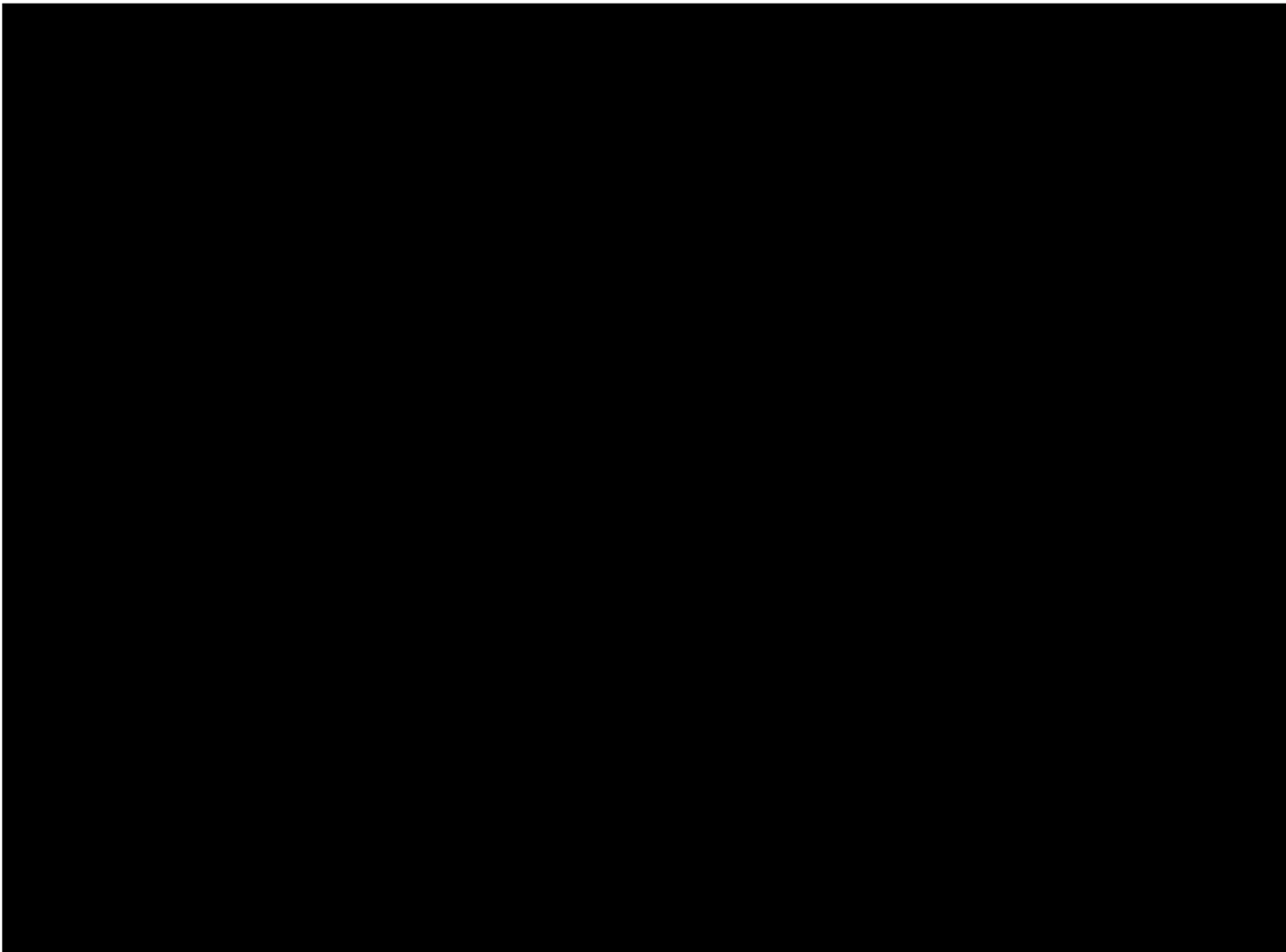
RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 2. Vendor Hosting, Page 22

f. Describe how you will ensure that there is 99.9% uptime Production availability, with unplanned downtime equal to or less than eight (8) hours forty-five (45) minutes and thirty-six (36) seconds annually. Unplanned downtime will be defined in an approved Service Level Agreement (SLA) as indicated in this RFP and resulting Contract.

[REDACTED]



[Redacted text block containing six lines of information]



RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 2. Vendor Hosting, Page 22

i. Indicate whether and describe the Solution supports offline access and data entry if the Internet connection is not available, and how this access can be provided.

[Redacted content block containing multiple lines of blacked-out text]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 2. Vendor Hosting, Page 22

g. Describe how you will maintain the Solution and database backups and perform automated nightly encrypted backups of all the Solution data files with full and incremental methodology.

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 2. Vendor Hosting, Page 22

h. Describe how you assure a recovery point objective (RPO) of 24 hours and a recovery time objective (RTO) of 72 hours (i.e., maximum down time).

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 2. Vendor Hosting, Page 22

i. Describe how you will perform disaster recovery testing and the frequency of this testing.

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 2. Vendor Hosting, Page 22

j. Describe how you will provide, at the request of the Agency, and at no additional cost, a full backup of the Solution data. The data must be accompanied by the following documentation:

- i. Data dictionaries for all tables/databases; and
- ii. Related reference files and coding guides.

[REDACTED]

Data Dictionary

[REDACTED]

Coding Standards and Guideline Documentation

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 2. Vendor Hosting, Page 22

k. Clearly delineate and maintain the Development, Test, and Production technical hosting environments and a physical separation of hardware, where necessary for security and Change purposes.

[REDACTED]

[illegible]

3. State Hosting

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 3. State Hosting, Page 23

Describe the development, test, training, production, disaster recovery, and any separate reporting technical hosting environments the State will need establish and operate to host the Solution.

Describe the schedule required to stand up each technical hosting environment.

Describe how the Vendor will assist the State to troubleshoot, review, maintain and upgrade all technical environments (servers, operating systems, utility software application software, and SAN storage) as needed to ensure continual compliance/conformance (as applicable) with federal, State, and DHHS architectural, privacy, and security policies and standards.

Indicate whether the Solution supports offline access and data entry if the WAN connection is not available.

Describe how you will support the State in performing disaster recovery tasks, including DR testing.

[Redacted content]

4 Metrics and Performance

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 4 Metrics and Performance, Page 23

Figure 1-2. a. Describe how the proposed Solution ensures adequate space on servers, bandwidth, and response time in the Solution to allow for a minimum 690 concurrent users accessing, entering, and reporting information with a capacity to handle up to 1380 with minimal performance degradation.

[Redacted content]

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 4 Metrics and Performance, Page 23

Figure 1-3. b. Describe how the Solution provides capability for transaction response time to be consistent for all users directly interacting with the production environment, based on a common application access for network access point, processed and returned to the network access point:

- i. Ninety (90) percent of responses to occur in two (2) seconds or less.
- ii. Ninety-five (95) percent of responses: to occur in three (3) seconds or less.
- iii. Ninety-seven (97) percent of responses to occur in four (4) seconds or less.
- iv. Ninety-nine (99) percent of responses to occur in five (5) seconds or less.

[REDACTED]

- i. [REDACTED]
- ii. [REDACTED]
- iii. [REDACTED]
- iv. [REDACTED]

[REDACTED]

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 4 Metrics and Performance, Page 23

c. Describe your proposed Solution's established performance metrics, and whether it conforms to the response times listed above in b. of this specification. If a separate reporting environment is included in your proposal, please describe the response times for the environment.

[REDACTED]

5 Vendor Service Level Agreement (SLA)

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 5.Vendor Service Level Agreement (SLA), Page 24

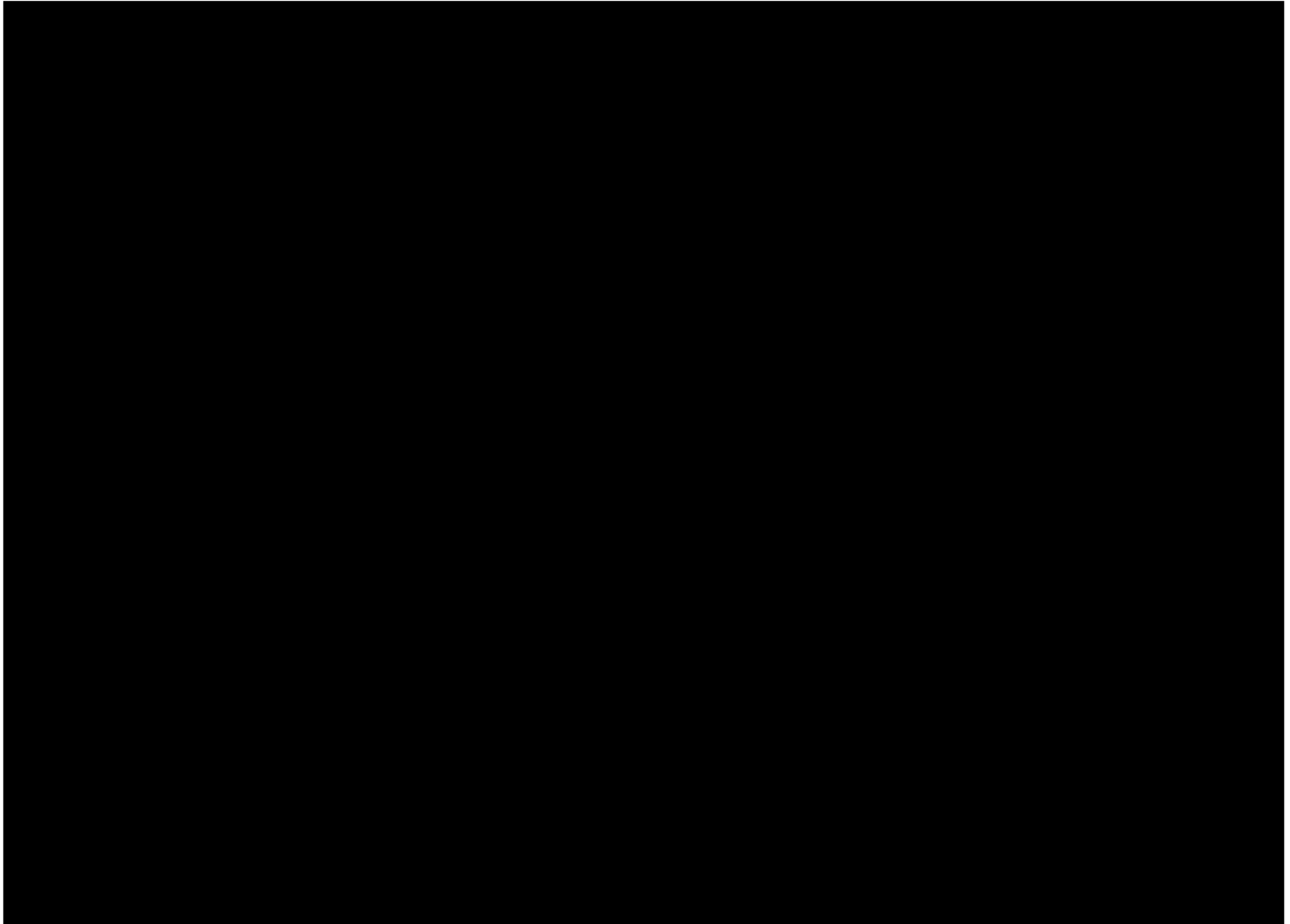
The Vendor will submit with its RFP response a draft SLA that defines formally the levels of service the Vendor will provide for the Solution during the Project and during O&M and addresses the Agency's service level expectations as listed below. Refer to Attachment J, Minimum Content for Project and O&M Deliverables for more information about the expectations of the SLAs contents.

The Agency's service level expectations for the Solution, its availability, and Vendor services are as follows:

- a. Provide 99.9%, 24x7x365 system availability for all calendar days except for any system maintenance windows approved by the Agency.

[REDACTED]

[REDACTED]



RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 5.Vendor Service Level Agreement (SLA), Page 24

- b. Provide timely Solution upgrades for fixes and changes in the form of software releases and critical error fixes. Please discuss your support structure including, but not limited to, help desk, problem tracking, maintenance windows and hours of operation.

[Redacted text block containing multiple lines of blacked-out content]

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 5.Vendor Service Level Agreement (SLA), Page 24

- c. Provide periodic Solution updates that are provided to all customers at no additional cost to the Office.

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 5.Vendor Service Level Agreement (SLA), Page 24

- d. Details the process for requesting Changes, tracking the accumulation of Change Request Hours, estimating work hours required for completion, and completing Changes requested by the Agency.

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 5.Vendor Service Level Agreement (SLA), Page 24

- e. Provide on-going account management and status reporting. If not specified in the SLA included in your offer, describe in your proposal the level of account management provided and any specific services included.

[REDACTED]

[REDACTED]

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 5.Vendor Service Level Agreement (SLA), Page 24

- f. Provide capability for response time to be consistent for all users directly interacting with the Production hosting environment, based on a common Web Portal access for network access point and processed and returned to the network access point according to the response times outlined above in Section 3 5.6.4.

[REDACTED]

[REDACTED]

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 5.Vendor Service Level Agreement (SLA), Page 24

- g. Provide the response, diagnostic and resolution timeframes for problem log entries for the service request categories listed in Section 3.5.6.

[REDACTED]

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 5.Vendor Service Level Agreement (SLA), Page 24

h. Discuss your support for testing performance of the Solution.

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 5.Vendor Service Level Agreement (SLA), Page 24

i. Explain the types of reporting that you provide regarding your Solution, including frequency and format (e.g., performance per the SLA, change management, performance/capacity management). Address the types of reporting specified in Section 3 5.2.2.

The draft SLA will be finalized by the Agency prior to Contract award.

During the term of the Contract, Vendor will review and update the SLA each time the SLA is impacted by a request from the Agency to revise service level commitments. During O&M, the SLA will also be subject to periodic review by the Agency's Contract Administrator.

[REDACTED]

Application Health Monitoring

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Batch Monitoring

[REDACTED]

[REDACTED]

Security Monitoring

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

6 Help Desk Support

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 6. Help Desk Support, Page 25

- a. Describe the help desk support you provide and indicate whether the support is available Monday through Friday 7:00 a.m. – 6:00 p.m. ET. Help desk support activity is considered resolution of the following:
- i. Category 1, 2, or 3 problems;
 - ii. Persistent product instability;
 - iii. Application of advanced tools for intensive research and development to produce a new release to fix the issue reported;
 - iv. Auditing ability unavailable; and
 - v. Escalated application errors.

[REDACTED]

[REDACTED]

Issue Resolution and Help Desk Availability

[REDACTED]

[REDACTED]

Help Desk Procedures and Checklist

[REDACTED]

[REDACTED]

[REDACTED]

Incident Management Overview

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 6. Help Desk Support, Page 25

b. Describe any extended hours of help desk support available for emergency response.

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 6. Help Desk Support, Page 25

- c. Describe additional methods users or the Agency can use to request support (e.g., Internet mechanisms, e-mail, FAX, phone (voicemail)) and response times proposed.

[REDACTED]

7 Acquisition, Licensing, and Product Overview

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 7 Acquisition, Licensing, and Product Overview , Page 25

- a. Describe all licensing options and licenses terms for your software, including Third-Party software if used as part of your Solution. The Third-Party Software License Agreements are to be included in the Vendor's offer.

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 7 Acquisition, Licensing, and Product Overview , Page 25

- b. Explain how your company gathers change feedback from customers and involves them in the prioritization of future releases. Describe how your company measures its ability to satisfy customers' needs.

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Minimizing the Impact of Change

[REDACTED]

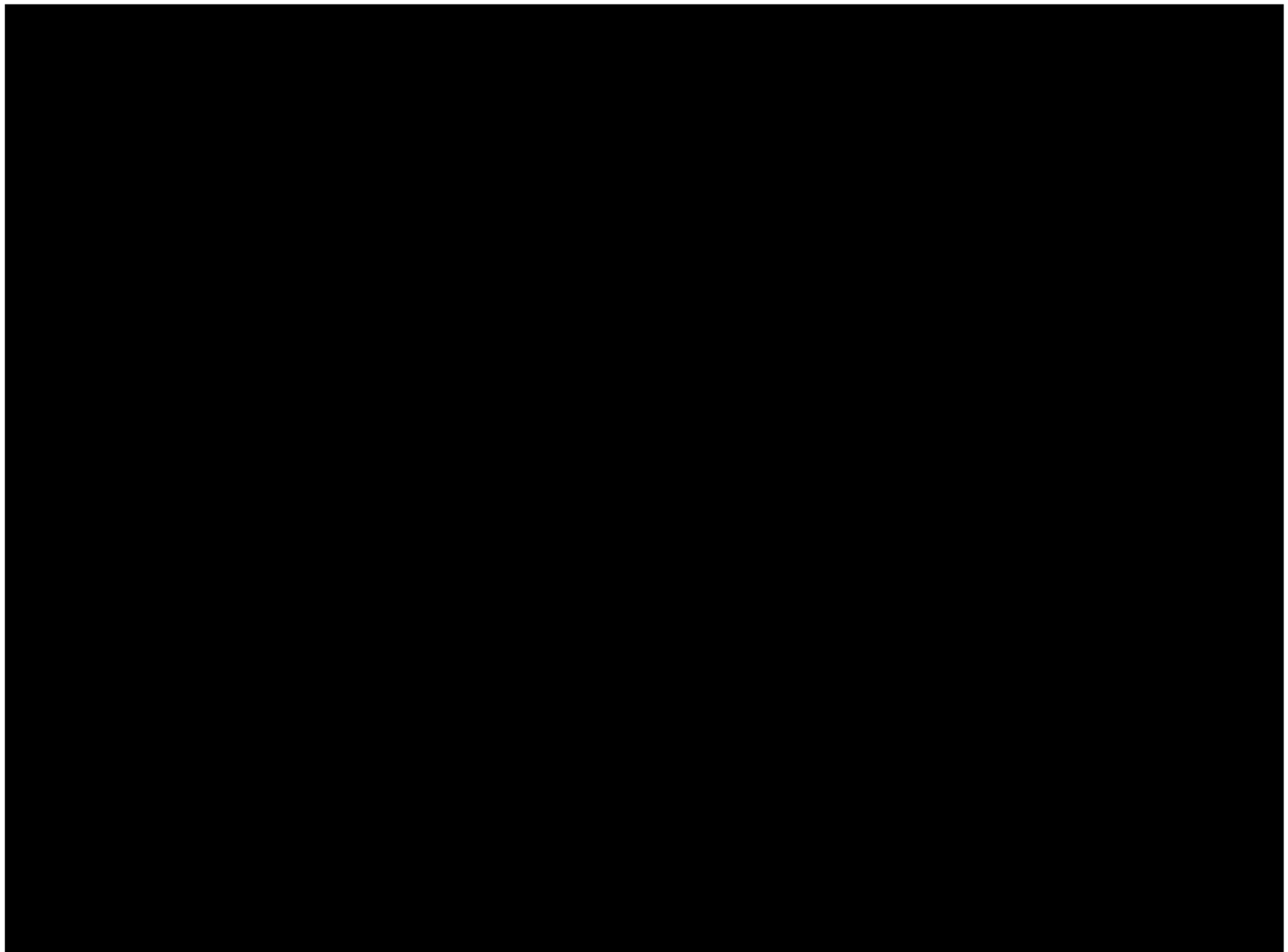
[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Change Management Lessons from Prior Child Care and Early Learning Implementations

[REDACTED]

[REDACTED]



[Redacted text block]

[Redacted text block]

[Redacted text block]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 7 Acquisition, Licensing, and Product Overview , Page 25

- c. Discuss how many customers are using the current release of the software. Provide a summary of customer size, industry segment, countries operating in, and applications implemented. Also, indicate for the above, details on transaction volumes, time taken for implementation, the average duration a customer has used the product.

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 7 Acquisition, Licensing, and Product Overview , Page 25

d. Describe your schedule for new releases, including the next scheduled release for your proposed Solution, detailing how often you provide upgrades, patches or bug fixes to your product; how the customer is notified; and once a new release is made public, how long the previous release is supported.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
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[REDACTED]

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[illegible]

- [REDACTED]
 ■ [REDACTED]
 ■ [REDACTED]
 ■ [REDACTED]

[REDACTED]

[illegible]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 7 Acquisition, Licensing, and Product Overview , Page 25

e. Describe your procedure for the distribution of upgrades/new releases, modifications, Changes and corresponding documentation .

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 7 Acquisition, Licensing, and Product Overview , Page 25

f. Discuss the largest implementation you have currently installed (include the number of users, locations and the amount of content stored).

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 7 Acquisition, Licensing, and Product Overview , Page 25

g. If applicable, provide the name and address of your recommended implementation partner who would support implementation of your products, and the role it would play in the implementation.

[REDACTED]

RFP Reference: 3.5 MANAGEMENT SPECIFICATIONS , 3.5.6 Operations and Maintenance, 7 Acquisition, Licensing, and Product Overview , Page 25

h. Explain whether you have a customer advisory board or user group. If yes, include a list of the present members and explain how often (per year) this organization meets and average meeting duration.

State of North Carolina Department of Health and Human Services
Division of Child Development and Early Education
RFP No: 30-23189

[REDACTED]

Security Vendor Readiness Assessment Report (VRAR)

Section E

RFP Reference: 6.3.2, OFFER ORGANIZATION; Point e, Page 33; 3.2.1 SOLUTIONS HOSTED ON STATE INFRASTRUCTURE, Page 9

e) Security Vendor Readiness Assessment Report (VRAR)

3.2.1 SOLUTIONS HOSTED ON STATE INFRASTRUCTURE

Vendors shall provide a completed Vendor Readiness Assessment Report State Hosted Solutions ("VRAR") at offer submission. This report is located at the following website:

<https://it.nc.gov/documents/vendor-readiness-assessment-report>

The Registry, NC Pre-K, and Regulatory Systems will be required to receive and securely manage data that is classified as medium and high risk. Refer to the North Carolina Statewide Data Classification and Handling policy for more information regarding this data classification. The policy is located at the following website:
<https://it.nc.gov/document/statewide-data-classification-andhandling-policy>.

To comply with the State's Security Standards and Policies, State agencies are required to perform annual security/risk assessments on their information systems using NIST 800-53 controls.

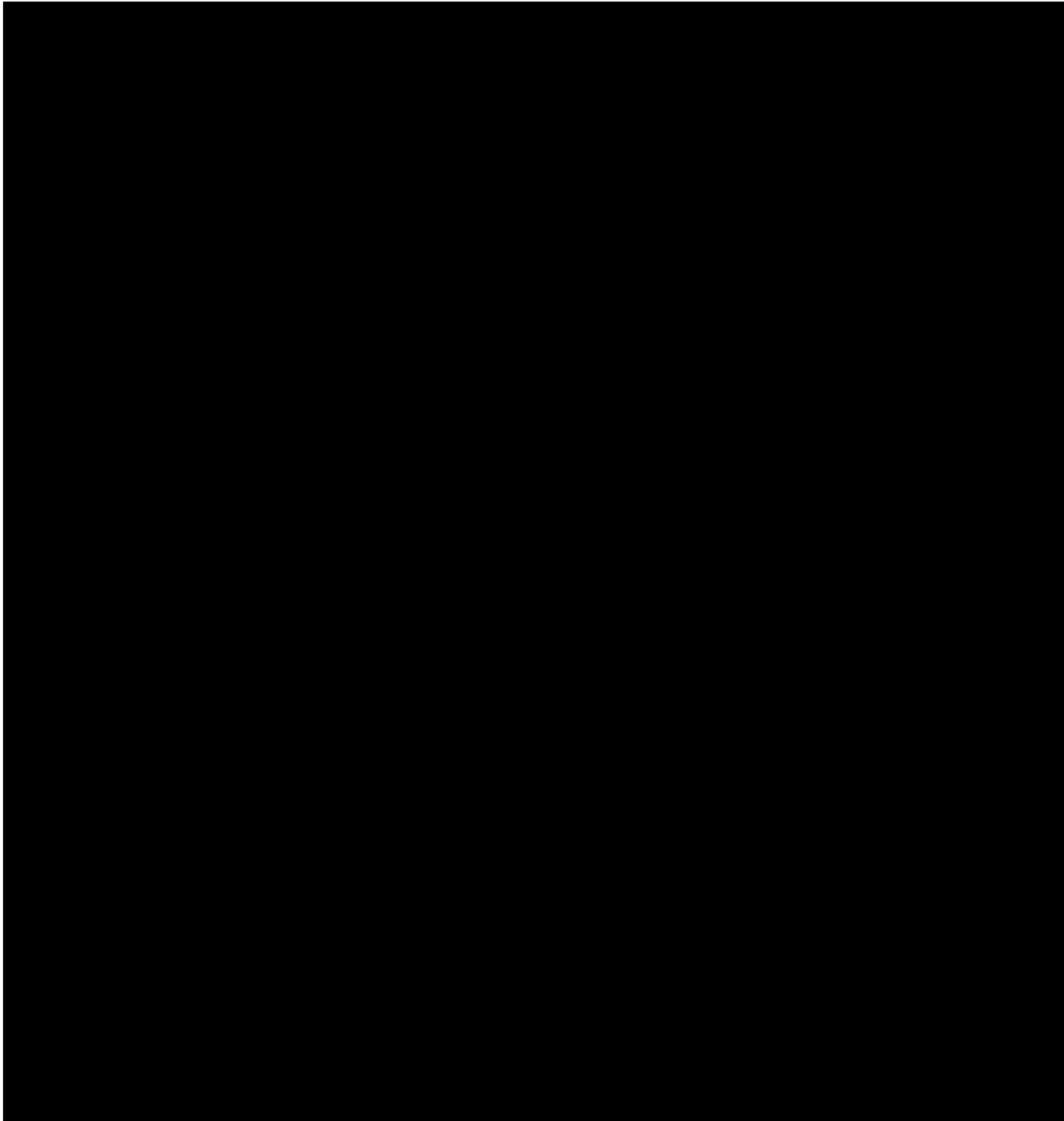
[REDACTED]

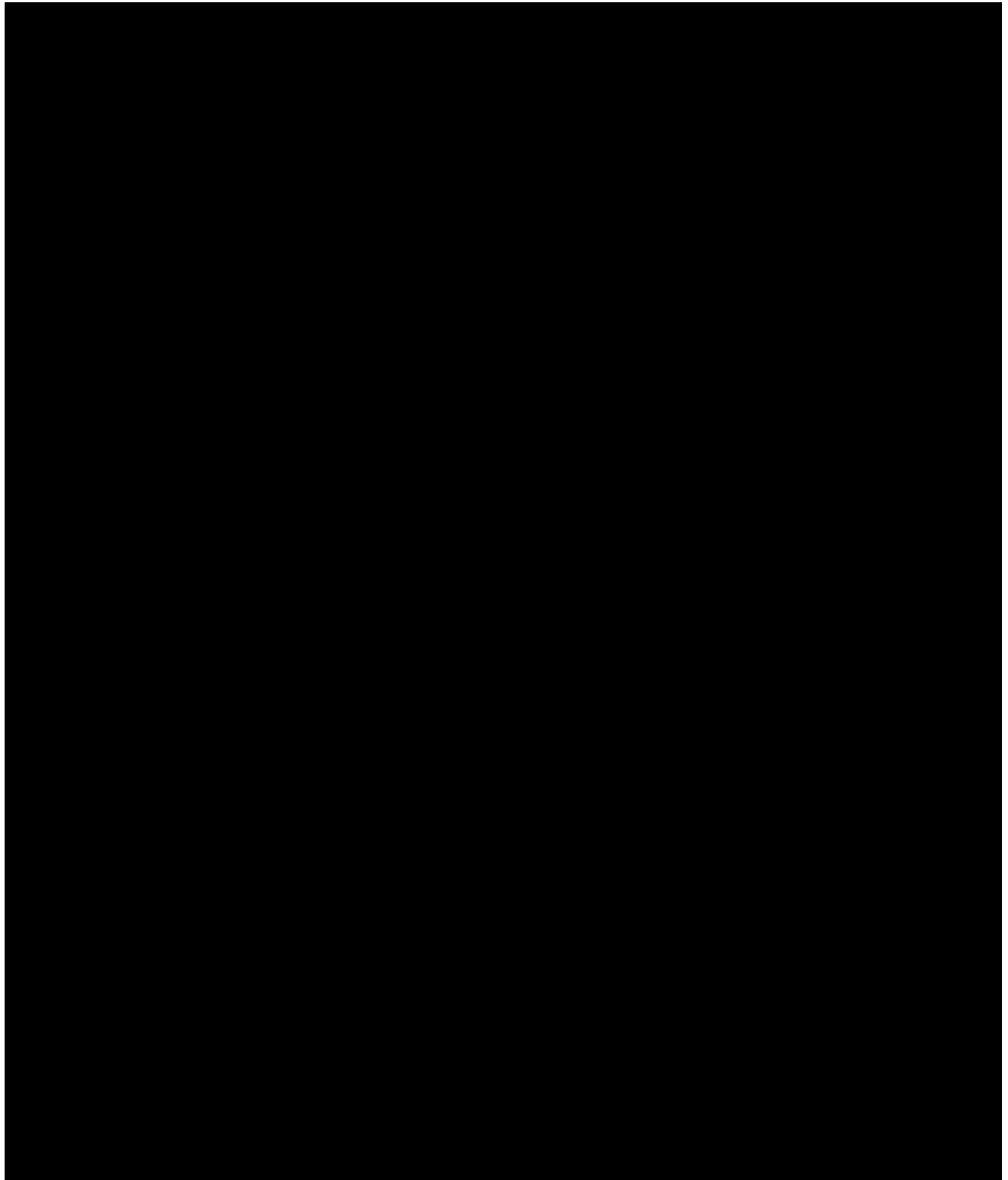
Architecture Diagrams

Section F

RFP Reference: 6.3.2, OFFER ORGANIZATION; Point f, Page 33

f) Architecture Diagrams





[Redacted text block]

Cost Form for Vendor's Offer (Attachment E)

Section G

RFP Reference: 6.3.2, OFFER ORGANIZATION; Point g, Page 33

g) Cost Form for Vendor's Offer (Attachment E)

This Cost Form (Attachment E) includes the cost to implement full scope of this RFP. Individual cost to implement each module separately is listed below:

- Cost to implement Regulatory Modernization module only: **\$4,887,763.00**
- Cost to implement Workforce Registry module only: **\$4,239,799.00**
- Cost to implement NC Pre-K module only: **\$5,537,292.00**

The cost above only includes the implementation services. Software, licensing, 3rd party product and O&M prices are not included in the cost above and can be proportionately decreased from the total cost depending on State's preference of the selected module(s).

If the state implements all three modules, the implementation cost will be **\$13,163,445.23** (Detailed in Attachment E). This represents an **overall discount of \$1,501,409** to implement all three modules above together rather than separately.

ATTACHMENT E: COST FORM

Cost Table 1: Project Execution					
Item	Cost Category	Per Unit Cost	Extended Cost (All Units)	Optional Cost	Project Subtotal
1	Software and Licensing Fees for Year 1	NA	\$ -	\$ -	\$ -
2	Additional Modules required/proposed for Year 1	NA	\$ -	\$ -	\$ -
3	Third-party Software for Year 1	NA	\$589,275.50	\$ -	\$589,275.50
4	Installation/configuration/integration/ transition costs	NA	\$336,885.39	\$ -	\$336,885.39
5	Customization required or proposed addressing specifications (itemize in an attachment)	NA	\$7,631,617.13	\$ -	\$7,631,617.13
6	Conversion and migration of Legacy Data	NA	\$1,083,984.53	\$ -	\$1,083,984.53
7	Project Deliverables (excluding Data Conversion, Training Materials, Training, and Escrow agreement)	NA	\$3,270,693.05	\$ -	\$3,270,693.05
8	Training and Training Materials	NA	\$840,265.13	\$ -	\$840,265.13
9	Customer Support to include Help Desk and Technical Support, if not included in Software License	NA	\$ -	\$ -	\$ -
10	Escrow	NA	\$ -	\$ -	\$ -
11	Change Hours (400 hours) for Year 1	\$145.00	\$58,000.00	\$ -	\$58,000.00
12	Other Costs (itemize in an attachment)	NA	\$ -	\$ -	\$ -
Project Execution Subtotal			\$13,810,720.73	\$ -	\$13,810,720.73
13. a	Annual Maintenance and State Hosting Option (Contract Year 1)	NA	\$ -	\$ -	\$ -
13.b	Annual Maintenance and Vendor Hosting Option if not included in License fees (Contract Year 1)	NA	\$ -	\$ -	\$ -
Project Execution Total – Vendor Hosting		NA	\$13,810,720.73	\$ -	\$13,810,720.73
Project Execution Total – State Hosting		NA	\$ -	\$ -	\$ -

NOTE: The numbers above include \$13,163,445.23 in implementation costs, \$589,275.50 in third party software and \$58,000.00 for 400 enhancement hours.

a) Cost Table 2: Operations and Maintenance

Provide the firm, fixed O&M cost, inclusive of all O&M tasks and the Software License cost for each year during O&M. If a cost category (or column) is not relevant for the proposed Solution, indicate with "N/A" in the appropriate row/column. The cost for partial years of O&M will be prorated.

Cost Table 2: Operations and Maintenance: Initial Contract Years 1-3 and Optional Contract Years 4 and 5							
Item	Cost Category	Year 1	Year 2	Year 3	Year 4	Year 5	O&M Sub-total
1	Software and Licensing Fees	list in Cost Table 1	\$ -	\$ -	\$ -	\$ -	\$ -
2	Additional Modules	list in Cost Table 1	\$ -	\$ -	\$ -	\$ -	\$ -
3	Third-party Software	list in Cost Table 1	\$880,169.21	\$1,154,425.29	\$1,178,674.91	\$1,209,824.95	\$4,423,094.36
4	Installation/ configuration/ integration/ transition costs addressing Priority 2 specifications (itemize in an attachment)	list in Cost Table 1	\$ -	\$ -	\$ -	\$ -	\$ -
5	Customization required or proposed addressing Priority 2 specifications (itemize in an attachment)	list in Cost Table 1	\$1,075,115.02	\$1,075,115.02	\$1,075,115.02	\$1,075,115.02	\$4,300,460
6	Conversion and migration of Legacy Data	list in Cost Table 1	NA	NA	NA	NA	\$ -
7	Project Deliverables (excluding Data Conversion, Training Materials, Training, and Escrow agreement)	list in Cost Table 1	\$460,763.58	\$460,763.58	\$460,763.58	\$460,763.58	\$1,843,054
8	Training and Training Materials	list in Cost Table 1	\$ -	\$ -	\$ -	\$ -	\$ -
9	Customer Support to include Help Desk and Technical Support, if not included in	list in Cost Table 1	\$260,921	\$260,921	\$260,921	\$260,921	\$1,043,686

Cost Table 2: Operations and Maintenance: Initial Contract Years 1-3 and Optional Contract Years 4 and 5							
Item	Cost Category	Year 1	Year 2	Year 3	Year 4	Year 5	O&M Sub-total
	Software License						
10	Escrow	list in Cost Table	\$ -	\$ -	\$ -	\$ -	\$ -
11	Change Hours (200 hours)	list in Cost Table	\$29,000.00	\$29,000.00	\$29,870.00	\$30,766.10	\$118,636.10
12	Other Costs (itemize in an attachment)	list in Cost Table	\$ -	\$ -	\$ -	\$ -	\$ -
O&M Subtotal		list in Cost Table	\$2,705,969.27	\$2,980,225.35	\$3,005,344.97	\$3,037,391.11	\$11,728,930.72
13.a	Annual Maintenance and State Hosting Option		\$ -	\$ -	\$ -	\$ -	\$ -
13.b	Annual Maintenance and Vendor Hosting Option if not included in License fees		\$ -	\$ -	\$ -	\$ -	\$ -
O&M Total – Vendor Hosting		N/A – list in Cost Table 1	\$2,705,969.27	\$2,980,225.35	\$3,005,344.97	\$3,037,391.11	\$11,728,930.72
O&M Total – State Hosting		N/A – list in Cost Table 1	\$ -	\$ -	\$ -	\$ -	\$ -

NOTE:

- Year 2: The numbers above include \$1,796,800.06 in O&M Services costs, \$880,169.21 in ongoing third-party software and \$29,000.00 for 200 enhancement hours.
- Year 3: The numbers above include \$1,796,800.06 in O&M Services costs, \$1,154,425.29 in ongoing third-party software and \$29,000.00 for 200 enhancement hours
- Year 4: The numbers above include \$1,796,800.06 in O&M Services costs, \$1,178,674.91 in ongoing third-party software and \$29,870.00 for 200 enhancement hours
- Year 5: The numbers above include \$1,796,800.06 in O&M Services costs, \$1,209,824.95 in ongoing third-party software and \$30,766.10 for 200 enhancement hours

b) Cost Table 3: Total Cost of Contract

Cost Table 3 provides a summary of the Total Cost of the Contract for five (5) years.

Cost Table 3: Total Cost of Contract				
Item	Cost Category	Project Execution Total	O&M Total	Grand Total
1	Software and Licensing Fees	\$ -	\$ -	\$ -
2	Additional Modules	\$ -	\$ -	\$ -
3	Third-party Software	\$589,275.50	\$4,423,094.36	\$5,012,369.86
4	Installation/ configuration/ integration/ transition costs	\$336,885.39	\$ -	\$336,885.39
5	Customization required or proposed addressing Priority 2 specifications (itemize in an attachment)	\$7,631,617.13	\$4,300,460.09	\$11,932,077.21
6	Conversion and migration of Legacy Data	\$1,083,984.53	\$ -	\$1,083,984.53
7	Project Deliverables (excluding Data Conversion, Training Materials, Training, and Escrow agreement)	\$3,270,693.05	\$1,843,054.32	\$5,113,747.38
8	Training and Training Materials	\$840,265.13	\$ -	\$840,265.13
9	Customer Support to include Help Desk and Technical Support, if not included in Software License	\$ -	\$1,043,685.85	\$1,043,685.85
10	Escrow	\$ -	\$ -	\$ -
11	Change Hours	\$58,000.00	\$118,636.10	\$176,636.10
12	Other Costs (itemize in an attachment)	\$ -	\$ -	\$ -
O&M Subtotal				
13. a	Annual Maintenance and State Hosting Option	\$ -	\$ -	\$ -
13.b	Annual Maintenance and Vendor Hosting Option if not included in License fees	\$ -	\$ -	\$ -
O&M Total – Vendor Hosting		\$13,810,720.73	\$11,728,930.72	\$25,539,651.44
O&M Total – State Hosting		\$ -	\$ -	\$ -

c) Cost Table 4: Professional Services Hourly Rate

List the hourly rate for value-added services provided by the Vendor upon request by the Division for each Contract year.

Cost Table 4: Professional Services Hourly Rate							
Item	Cost Category	Year 1	Year 2	Year 3	Optional Year 4	Optional Year 5	Total
1	Professional Services Hourly Rate	\$145.00	\$145.00	\$149.35	\$153.83	\$158.45	NA

Below are the assumptions applicable to the Cost Proposal:

Area	Assumptions
Data Migration	Extraction and Transformation of data from legacy applications into a single staging area that matches the Salesforce object structure will be completed by DCDEE. Scope of data migration is approximated as below: WORKS: 40 tables NC Pre-K: 198 tables Regulatory: 20 tables
Data Migration	Data Profiling, Data Masking, and Data Encryption is out of scope for this estimate
Data Migration	Necessary support will be provided by DCDEE SMEs for clarifications/confirmations on business rules/transformation/data issues
Document Management	Any documents uploaded through the application will be stored in Salesforce
Document Management	No virus scan/third party scan is part of the estimate
Spanish Translation	Spanish translations will be provided by DCDEE during the design phase. The estimate assumes that the worker portal will support English. Citizen facing portals for NC Pre-K and Regulatory portals will be configured for English and Spanish
Correspondence Generation	Adobe Cloud tool will be leveraged for correspondence /notice generation. A maximum of 50 document templates will be created
Security	Salesforce OOTB ReCAPTCHA will be implemented for the citizen facing public pages
Offline Capabilities	Salesforce1 Mobile app will be configured to address the offline capability requirement for Regulatory module only. Windows device support for Offline capability is not considered in scope
Testing	ADA Testing will be done using browser-based plug-in like WAVE / JAWS
Salesforce Org	Implementation of the solution will be on a new Salesforce org. for DCDEE which does not have any other pre-existing functionality
Email Notifications	There will be no more than 50 email templates
Text Message Notifications	There will be no more than 50 text message templates
Reporting	The assumed number of OOTB Salesforce Reports - 30 (15 Low Complex, 10 Medium Complex, 5 High Complex)
UI/UX	State specific standard fonts/colors/images will be provided by DCDEE before the design phase
Integration	Mulesoft will be used for Integration with external systems
Salesforce Survey	Salesforce Survey will be used for all survey related requirements
Address Validation	Smarty Streets will be leveraged for address validation

Area	Assumptions
Data and Code Backup	3 rd party app exchange product (Own DataBackup) proposed as part of the RFP response will need to be evaluated for the feasibility during the Discovery phase

Figure 176. Assumptions.

4.1 OFFER COSTS

RFP Reference: 4.0 COST OF VENDOR'S OFFER; 4.1 OFFER COSTS, Page 26

The Vendor must list, itemize, and describe any applicable offer costs which may include the following:

- a) Software License fees or costs to accommodate user base identified.
- b) Additional modules required or proposed addressing specifications, if any.
- c) Third-party software, if any, required for the operation of the Solution.
- d) Installation/configuration/integration/transition costs.
- e) Customization required or proposed addressing specifications: The costs for customization shall be detailed on an attachment by item and cost for each customization to the Vendor product
- f) Conversion and migration of legacy data.
- g) Deliverables in accordance with Section 3.5.2 Table 1: Project Execution and/or O&M Deliverables and Responsibilities, and Attachment J: Minimum Content for Project and O&M Deliverables, including updates and revisions.
- h) Training and training materials.
- i) Annual maintenance and Vendor hosting costs per contract year, if not included in Software License Costs.
- j) Customer Support to include Help Desk and Technical Support costs per contract year, if not included in annual maintenance costs or Software License Costs.
- k) Escrow costs (If COTS products are included in the Solution).
- l) Cost of Change Hours per year.
- m) Other costs shall be listed separately by type of service/cost as an attachment. List separately any changes associated with State hosting. Travel and lodging expenses, if any, must be thoroughly described, and are limited by the State's Terms and Conditions.
- n) Hourly rate for additional professional services such as consulting and other value-added services provided the Vendor upon request by the Division.

Below is the breakdown of the third-party software to be used for this project. These are categorized as follows:

- **Licensed-** These are third party software procured by DCDEE directly through the software vendor. For example, Salesforce licenses will be procured by DCDEE directly through Salesforce.
- **State Provided-** This included the software that had been either recommended in the RFP based on the state preference (example Adobe Sign) OR we have assumed that the State has a similar software. For example, we have assumed that the state has an enterprise ADA testing tool. We assumed it is JAWS, but we are open to using the tool the State provides.
- **Deloitte Provided-** Our solution comes with these software and Deloitte provides these as a part of the implementation services. For example, DevOps tools such as Bitbucket.
- **Open Source-** Tools which are available free of cost, and we have assumed that the free versions will align with the project requirements.

Category	Hardware, Software, or License Item	Vendor	License Type	Purpose	Total Cost (DDI) (Year 1)	M&O (Year 2)	M&O (Year 3)	M&O (Year 4)	M&O (Year 5)
Core Solution	Salesforce - Unlimited Edition - Government Cloud Plus	Salesforce	Licensed	Public sector platform with top secure standards like FedRAMP HIGH, DoD IL2/4, and SOC would be used to host the solution for both Users and Customers.	\$352,000.00	\$616,000.00	\$880,000.00	\$906,400.00	\$933,592.00
Core Solution	Salesforce - Shield	Salesforce	Licensed	Platform Encryption, Event Monitoring and Field Audit Trail					
Core Solution	Salesforce - Public Sector Foundation	Salesforce	Licensed	For DCDEE staff					

Category	Hardware, Software, or License Item	Vendor	License Type	Purpose	Total Cost (DDI) (Year 1)	M&O (Year 2)	M&O (Year 3)	M&O (Year 4)	M&O (Year 5)
	Enterprise Edition								
Core Solution	Salesforce - Public Sector Mobile Inspectors	Salesforce	Licensed	For Inspectors					
Core Solution	Salesforce - UE	Salesforce	Licensed	For developers & administrators					
Core Solution	Salesforce Platform- UE	Salesforce	Licensed	For developers & administrators					
Core Solution	Salesforce - Customer Community for Public Sector - Logins	Salesforce	Licensed	For citizens					
Core Solution	Salesforce - Customer Community Plus for Public Sector - Logins	Salesforce	Licensed	For 3rd party Providers					
Core Solution	Tableau CRM	Salesforce	Licensed	Reporting					
Core Solution	Salesforce Survey	Salesforce	Licensed	Internal and external surveys					
Core Solution	MuleSoft GovCloud - Base Install	MuleSoft	Licensed	ESB, Enterprise Integration Platform	\$126,107.00	\$129,744.21	\$133,487.29	\$137,336.91	\$141,294.95
Core Solution	Smarty Streets	Smarty	Licensed	Address verification, autocomplete, Maps	\$3,256.50	\$6,513.00	\$13,026.00	\$13,026.00	\$13,026.00
Core Solution	Adobe Document Cloud API	Adobe	Licensed	Document Generation	\$25,000.00	\$45,000.00	\$45,000.00	\$45,000.00	\$45,000.00
Core Solution	Adobe Sign	Adobe	State Provided	eSignature	\$ -	\$ -	\$ -	\$ -	\$ -
Testing	JAWS	Freedom Scientific	State Provided	ADA Testing	\$ -	\$ -	\$ -	\$ -	\$ -
Training	Vyond: Micro-Learning Video (MLV) Software	Vyond	Licensed	A cloud-based animated video creation platform used for developing effective and engaging training videos	\$7,416.00	\$7,416.00	\$7,416.00	\$7,416.00	\$7,416.00
Training	Articulate	Articulate	Licensed	A dynamic eLearning authoring tool and web-based builder	\$5,596.00	\$5,596.00	\$5,596.00	\$5,596.00	\$5,596.00

Category	Hardware, Software, or License Item	Vendor	License Type	Purpose	Total Cost (DDI) (Year 1)	M&O (Year 2)	M&O (Year 3)	M&O (Year 4)	M&O (Year 5)
				used to create responsive training courses/ material					
Training	Adobe Robo Help	Adobe	Licensed	Software for authoring and publishing help, policy, and knowledge base content	\$6,400.00	\$6,400.00	\$6,400.00	\$6,400.00	\$6,400.00
Security	Splunk	Splunk	State Provided	For security monitoring	\$ -	\$ -	\$ -	\$ -	\$ -
Security	AutoRABIT Codescan	AutoRABIT	Licensed	SAST Security Testing	\$8,000.00	\$8,000.00	\$8,000.00	\$2,000.00	\$2,000.00
Security	Micro Focus WebInspect	MicroFocus	Licensed	DAST Security Testing	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00	\$3,500.00
Security	Burp Suite Professional	PortSwigger	Licensed	DAST - manual validations for false positives	\$500.00	\$500.00	\$500.00	\$500.00	\$500.00
ALM	InVision	InVision App	Open Source	To design mockups	\$ -	\$ -	\$ -	\$ -	\$ -
Testing	Browser Stack	Browser Stack	Open Source	To emulate device testing	\$ -	\$ -	\$ -	\$ -	\$ -
Core Solution	ImageTrust (DocuEdge Capture)	NA	Licensed	ECM capture (scanning, image processing)	\$45,000.00	\$45,000.00	\$45,000.00	\$45,000.00	\$45,000.00
DevOps	Bitbucket	Atlassian	Deloitte Provided	Code repository	\$ -	\$ -	\$ -	\$ -	\$ -
DevOps	Jenkins	Jenkins	Open Source	DevOps CI/CD, On AWS	\$ -	\$ -	\$ -	\$ -	\$ -
ALM	JIRA	Atlassian	State Provided	ALM, Defect Management, Test Suite	\$ -	\$ -	\$ -	\$ -	\$ -
ALM	Confluence	Atlassian	State Provided	Central repository for deliverable documents	\$ -	\$ -	\$ -	\$ -	\$ -
Testing	Tricentis Tosca	Tricentis	State Provided	Test automation	\$ -	\$ -	\$ -	\$ -	\$ -
Testing	LoadRunner	MicroFocus	Deloitte Provided	Performance/Load testing	\$ -	\$ -	\$ -	\$ -	\$ -
Testing	HP Quality Center/ALM	HP	State Provided	Test script management	\$ -	\$ -	\$ -	\$ -	\$ -
Core Solution	Oracle DB	Oracle	State Provided	Data Migration	\$ -	\$ -	\$ -	\$ -	\$ -
Core Solution	Talend	Talend	Open Source	Extract, Transform, and Load (ETL) data for legacy databases and SAS (user-based)	\$ -	\$ -	\$ -	\$ -	\$ -

Category	Hardware, Software, or License Item	Vendor	License Type	Purpose	Total Cost (DDI) (Year 1)	M&O (Year 2)	M&O (Year 3)	M&O (Year 4)	M&O (Year 5)
Core Solution	Talend Job Server	Talend	Open Source	An execution server that runs Talend (Volume Based)	\$ -	\$ -	\$ -	\$ -	\$ -
Core Solution	Talend Admin Console	Talend	Open Source	An administrative console to control the configuration of Talend (Volume Based)	\$ -	\$ -	\$ -	\$ -	\$ -
Core Solution	Google reCaptcha	Google	State Provided	Used to distinguish between human and automated access to the portals.	\$ -	\$ -	\$ -	\$ -	\$ -
Core Solution	Twilio	Twilio	Licensed	To send mass text messages (50K)	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00
Core Solution	SendGrid	Twilio	Licensed	To send mass email messages (50K)	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00	\$1,500.00
Total					\$589,275.50	\$880,169.21	\$1,154,425.29	\$1,178,675.00	\$1,209,825.00

Figure 177. Third-party Software.

4.2 PAYMENT SCHEDULE

RFP Reference: 4.0 COST OF VENDOR'S OFFER; 4.1 OFFER COSTS, Page 26

The Vendor shall propose its itemized payment schedule based on the content of its offer. All payments must be based upon acceptance of one or more Deliverables.

Below is the payment schedule applicable to the professional system implementation services during the Year 1 for this project. This does not include any cost related to licenses and third-party products.

Milestone	Payment	Completion Criteria
Base Installation	\$336,885.39	Installation of the base system
Discovery Milestone 1	\$320,664.00	User Stories captured during the Gap Analysis
Discovery Milestone 2	\$320,664.00	User Stories captured during the Gap Analysis
Discovery Milestone 3	\$320,664.00	User Stories captured during the Gap Analysis
Discovery Milestone 4	\$320,664.00	User Stories captured during the Gap Analysis
Scrum Team 1 - Sprint Milestone 1	\$534,439.99	Sprint development and demo completion
Scrum Team 1 - Sprint Milestone 2	\$534,439.99	Sprint development and demo completion
Scrum Team 1 - Sprint Milestone 3	\$534,439.99	Sprint development and demo completion
Scrum Team 1 - Sprint Milestone 4	\$534,439.99	Sprint development and demo completion
Scrum Team 1 - Sprint Milestone 5	\$534,439.99	Sprint development and demo completion
Scrum Team 1 - Sprint Milestone 6	\$534,439.99	Sprint development and demo completion
Scrum Team 1 - Sprint Milestone 7	\$534,439.99	Sprint development and demo completion
Scrum Team 2 - Sprint Milestone 1	\$534,439.99	Sprint development and demo completion
Scrum Team 2 - Sprint Milestone 2	\$534,439.99	Sprint development and demo completion
Scrum Team 2 - Sprint Milestone 3	\$534,439.99	Sprint development and demo completion

Milestone	Payment	Completion Criteria
Scrum Team 2 - Sprint Milestone 4	\$534,439.99	Sprint development and demo completion
Scrum Team 2 - Sprint Milestone 5	\$534,439.99	Sprint development and demo completion
Implementation Milestone 1	\$1,068,879.99	Implementation Plan
Implementation Milestone 2	\$1,068,879.99	System Go-Live
Implementation Milestone 3	\$1,068,879.99	Post-Implementation Warranty Activities
Infrastructure Management Services Milestone 1	\$160,332.00	Per month for the project duration
Infrastructure Management Services Milestone 2	\$160,332.00	Per month for the project duration
Infrastructure Management Services Milestone 3	\$160,332.00	Per month for the project duration
Infrastructure Management Services Milestone 4	\$160,332.00	Per month for the project duration
Infrastructure Management Services Milestone 5	\$160,332.00	Per month for the project duration
Infrastructure Management Services Milestone 6	\$160,332.00	Per month for the project duration
Infrastructure Management Services Milestone 7	\$160,332.00	Per month for the project duration
Infrastructure Management Services Milestone 8	\$160,332.00	Per month for the project duration
Infrastructure Management Services Milestone 9	\$160,332.00	Per month for the project duration
Infrastructure Management Services Milestone 10	\$160,332.00	Per month for the project duration
Infrastructure Management Services Milestone 11	\$160,332.00	Per month for the project duration
Infrastructure Management Services Milestone 12	\$160,332.00	Per month for the project duration
Total Year 1 Implementation Services Cost	\$13,163,445.23	
Year 1: Cost for Change Related Hours	\$58,000.00	

Figure 178. Payment Schedule.

Infrastructure Management Services

Infrastructure Management Services milestones include the cost of services related to managing the infrastructure set up for the project. This includes activities such set up and regular monitoring of the DCDEE Salesforce org, Mulesoft, Tableau CRM configuration, document generation tool Adobe Document Cloud API, application logs monitoring through Splunk. These services also include:

- Working within the bounds of defined governance and policies
- Advise on and support configuration activities
- Provide the project needs for the DevSecOps
- Configure Infrastructure as Code (IaC) and software pipelines
- Configure of data change pipelines

Deloitte will support current and forecasted licensure in non-production and production environments, ensure necessary licensure agreements are maintained with applicable parties, and plan and execute tasks required to ensure the System components stay relevant and useable. This support shall include resolution of functional issues, application of patches, preventative maintenance, planning/execution of upgrades, and regular performance monitoring and performance reporting. Deloitte communicates to the DCDEE any available

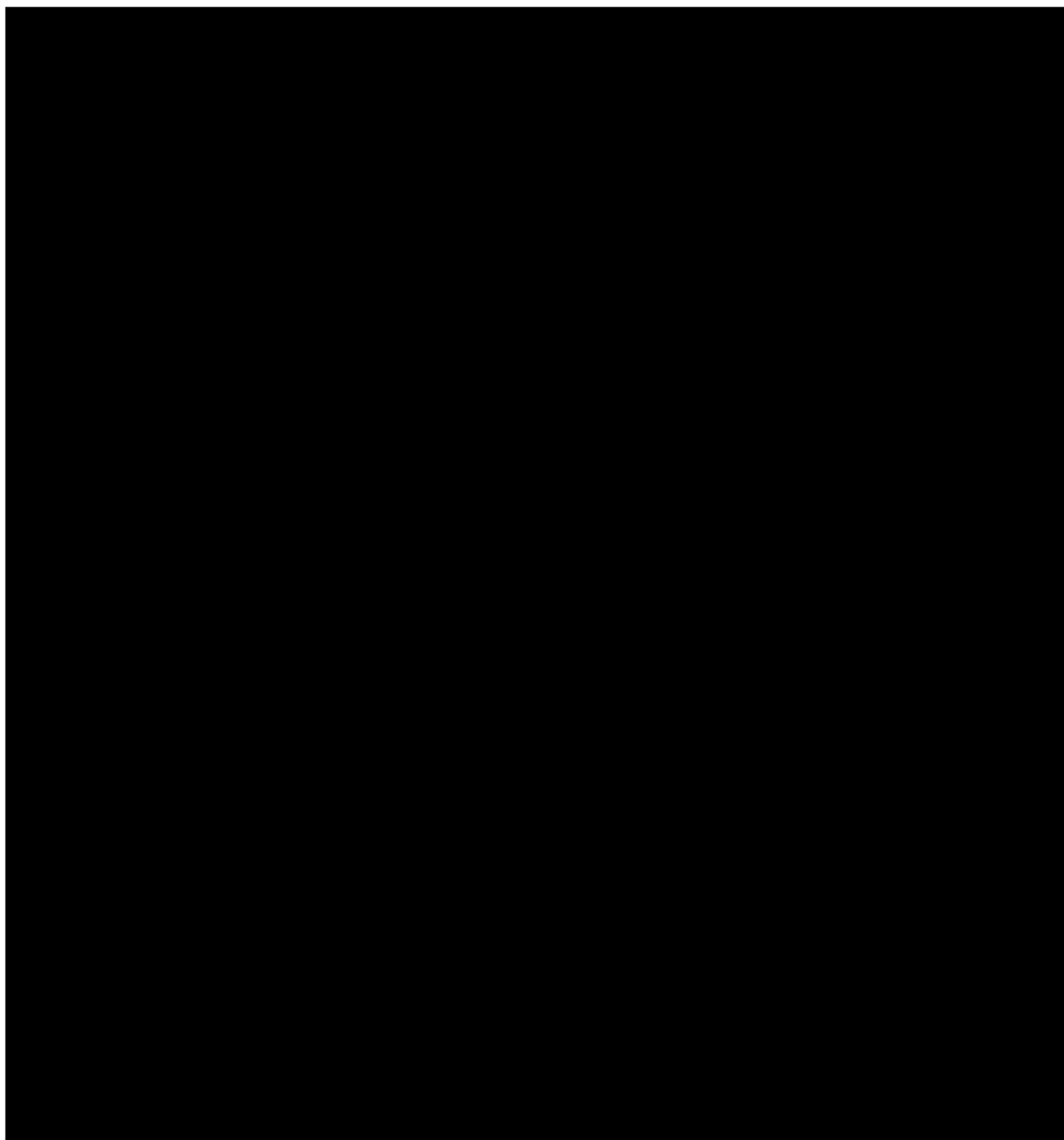
information on product roadmaps, planned upgrades, and enhancements, and seek DCDEE input, when necessary, at least on a quarterly basis and provide periodic review of overall performance, lifespan, maintenance. Deloitte shall provide periodic reporting on overall infrastructure health and conduct proactive maintenance so ensure business continuity is required.

Schedule of Offered Solution

Section H

RFP Reference: 6.3.2, OFFER ORGANIZATION; Point h, Page 33

h) Schedule of Offered Solution



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Signed Vendor Certification Form (Attachment F)

Section I

RFP Reference: 6.3.2 OFFER ORGANIZATION, Point I, Attachment F, VENDOR CERTIFICATION FORM , Page 87

i) Signed Vendor Certification Form (Attachment F)

We have provided our response to Attachment F on the next page.

ATTACHMENT F: VENDOR CERTIFICATION FORM

1. ELIGIBLE VENDOR

The Vendor certifies that in accordance with N.C.G.S. §143-59.1(b), Vendor is not an ineligible vendor as set forth in N.C.G.S. §143-59.1 (a).

The Vendor acknowledges that, to the extent the awarded contract involves the creation, research, investigation or generation of a future RFP or other solicitation; the Vendor will be precluded from bidding on the subsequent RFP or other solicitation and from serving as a subcontractor to an awarded vendor.

The State reserves the right to disqualify any bidder if the State determines that the bidder has used its position (whether as an incumbent Vendor, or as a subcontractor hired to assist with the RFP development, or as a Vendor offering free assistance) to gain a competitive advantage on the RFP or other solicitation.

2. CONFLICT OF INTEREST

Applicable standards may include: N.C.G.S. §§143B-1352 and 143B-1353, 14-234, and 133-32. The Vendor shall not knowingly employ, during the period of the Agreement, nor in the preparation of any response to this solicitation, any personnel who are, or have been, employed by a Vendor also in the employ of the State and who are providing Services involving, or similar to, the scope and nature of this solicitation or the resulting contract.

3. E-VERIFY

Pursuant to N.C.G.S. § 143B-1350(k), the State shall not enter into a contract unless the awarded Vendor and each of its subcontractors comply with the E-Verify requirements of N.C.G.S. Chapter 64, Article 2. Vendors are directed to review the foregoing laws. Vendors claiming exceptions or exclusions under Chapter 64 must identify the legal basis for such claims and certify compliance with federal law regarding registration of aliens including 8 USC 1373 and 8 USC 1324a. Any awarded Vendor must submit a certification of compliance with E-Verify to the awarding agency, and on a periodic basis thereafter as may be required by the State.

4. CERTIFICATE TO TRANSACT BUSINESS IN NORTH CAROLINA

As a condition of contract award, awarded Vendor shall have registered its business with the North Carolina Secretary of State and shall maintain such registration throughout the term of the Contract.

Location of Workers Utilized by Vendor Form (Attachment G)

Section J

RFP Reference: 6.3.2, OFFER ORGANIZATION; Point j, Page 33; Attachment G, LOCATION OF WORKERS UTILIZED BY VENDOR , Page 88
j) Location of Workers Utilized by Vendor Form (Attachment G)

We have provided our response to Attachment G on the next page.

In accordance with N.C.G.S. §143B-1361(b), Vendor must identify how it intends to utilize resources or workers located outside the U.S., and the countries or cities where such are located. The State will evaluate additional risks, costs, and other factors associated with the Vendor's utilization of resources or workers prior to making an award for any such Vendor's offer. The Vendor shall provide the following:

1. The location of work to be performed by the Vendor's employees, subcontractors, or other persons, and whether any work will be performed outside the United States. The Vendor shall provide notice of any changes in such work locations if the changes result in performing work outside of the United States.
2. Any Vendor or subcontractor providing support or maintenance Services for software, call or contact center Services shall disclose the location from which the call or contact center Services are being provided upon request.

Figure 6

[REDACTED]

References (Attachment H)

Section K

RFP Reference: 6.3.2, OFFER ORGANIZATION; Point O, Page 33

k) References (Attachment H)

ATTACHMENT H: REFERENCES

REFERENCES:

The Vendor shall provide three (3) references of customers utilizing the proposed solution fully implemented in a setting similar to this solicitation's scope of work. References within like North Carolina communities / industries are encouraged.

The Vendor should have implemented the respective proposed service within the last three (3) years. Customer references whose business processes and data needs are similar to those performed by the Agency needing this solution in terms of functionality, complexity, and transaction volume are encouraged.

For each reference, the Vendor shall provide the following information:

- a. Customer name.
- b. Customer address.
- c. Current telephone number of a customer employee most familiar with the offered solution implementation.
- d. Customer email address
- e. Time period over which each offered solution implementation was completed.
- f. Brief summary of the offered solution implementation.
- g. List of offered solution products installed and operational.
- h. Number of vendor or technical staff supporting, maintaining and managing the offered solution
- i. Number of end users supported by the offered solution.
- j. Number of sites supported by the offered solution.

The information obtained will be considered in the evaluation of the proposal.

[REDACTED]

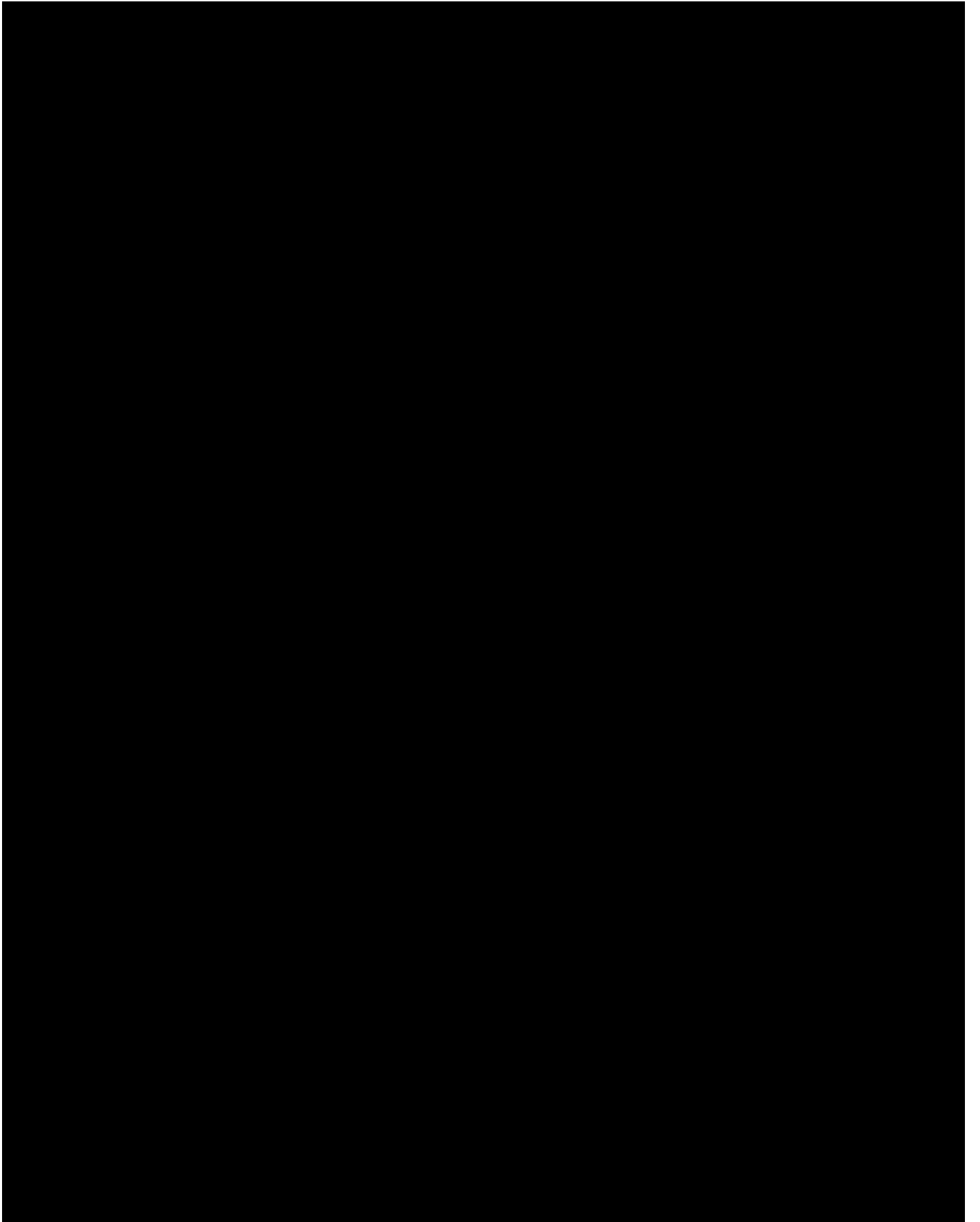
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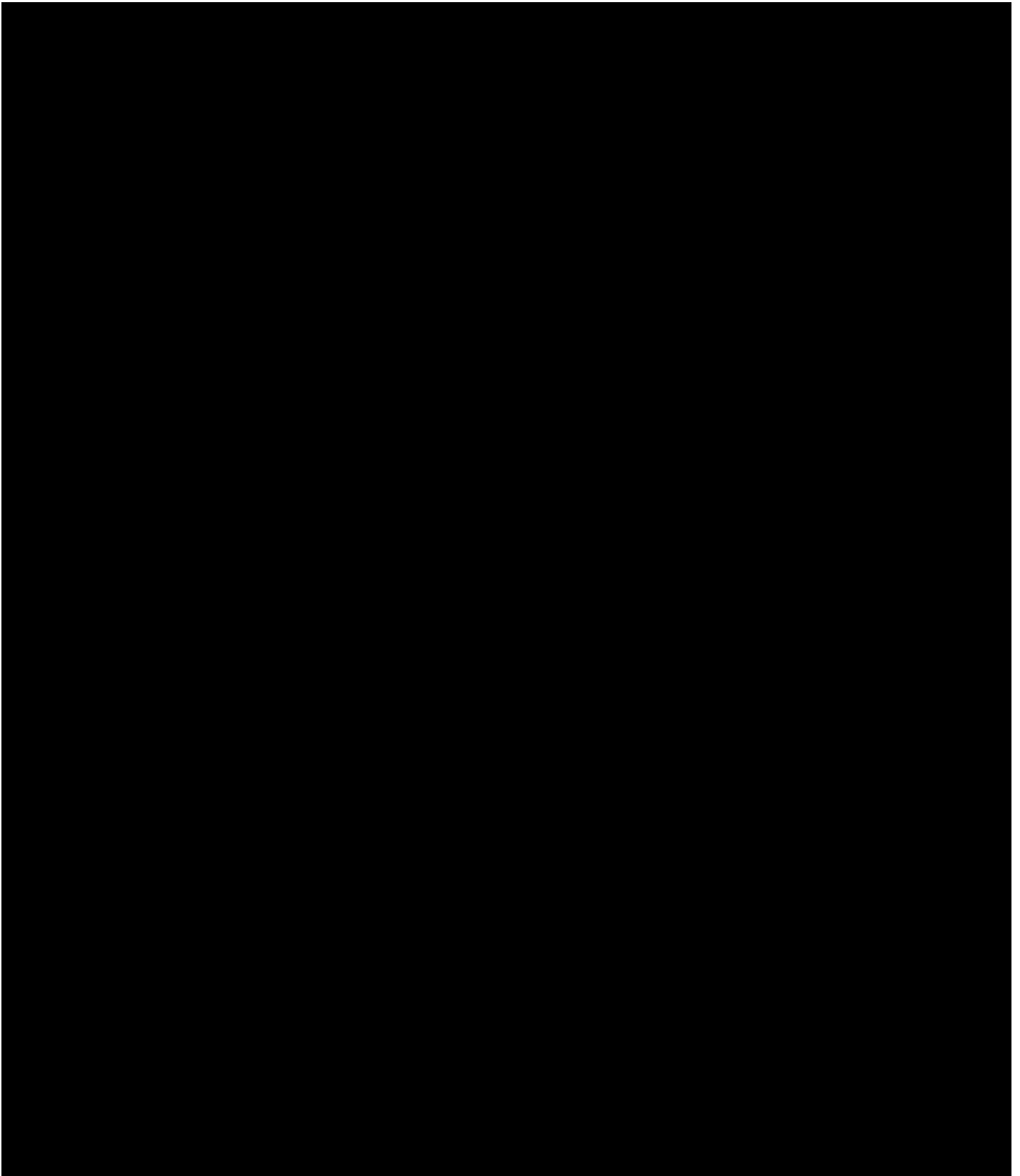
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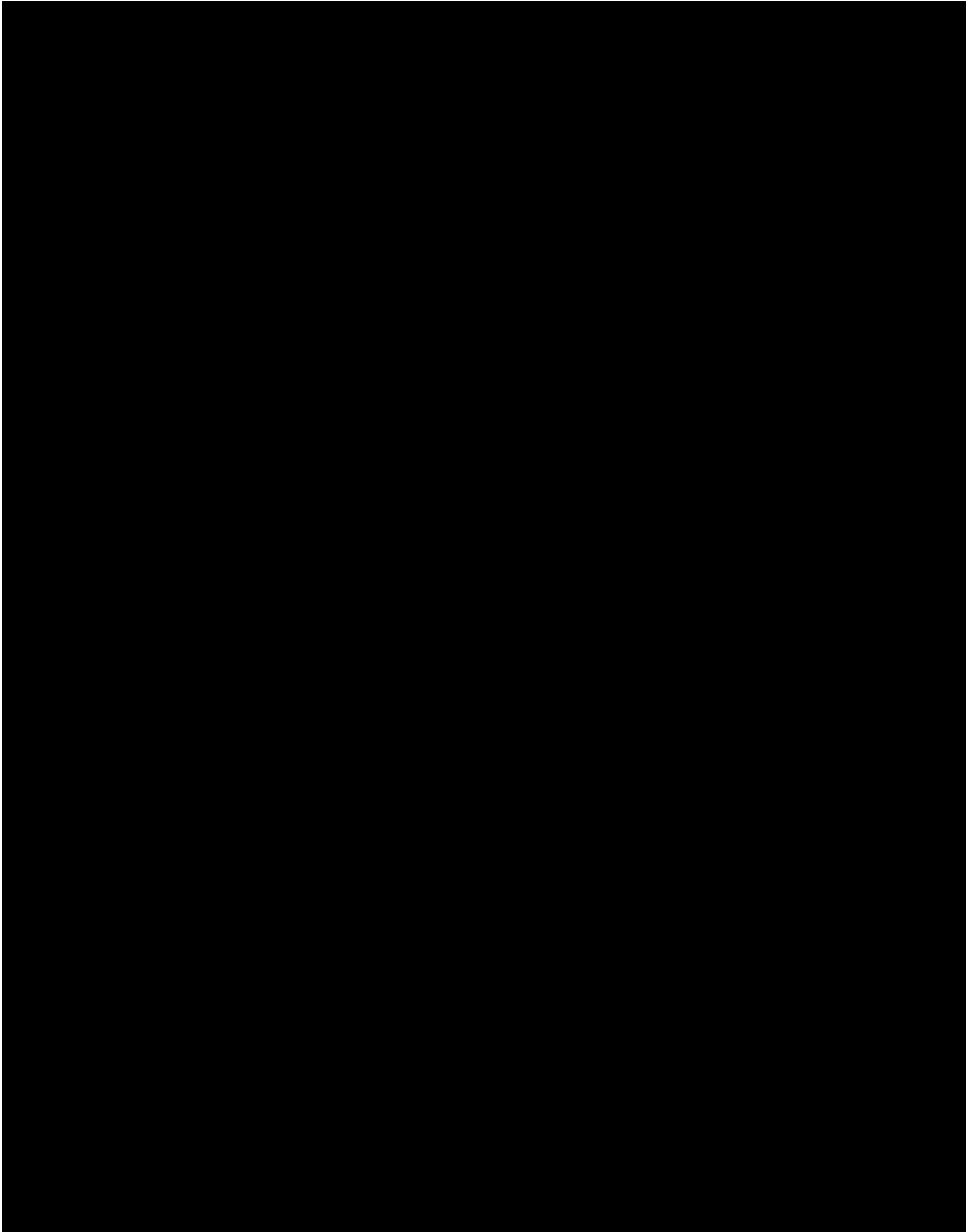
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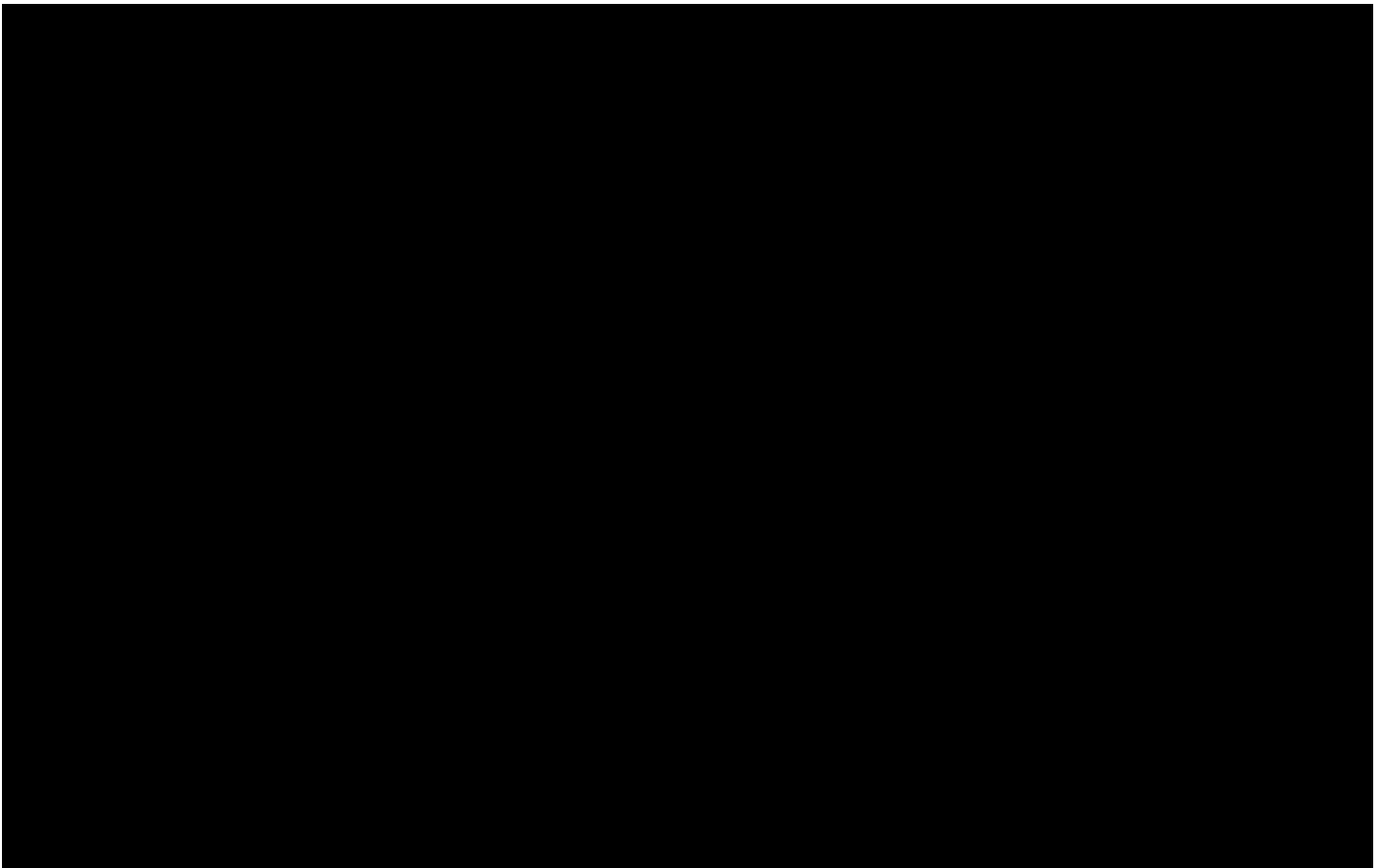
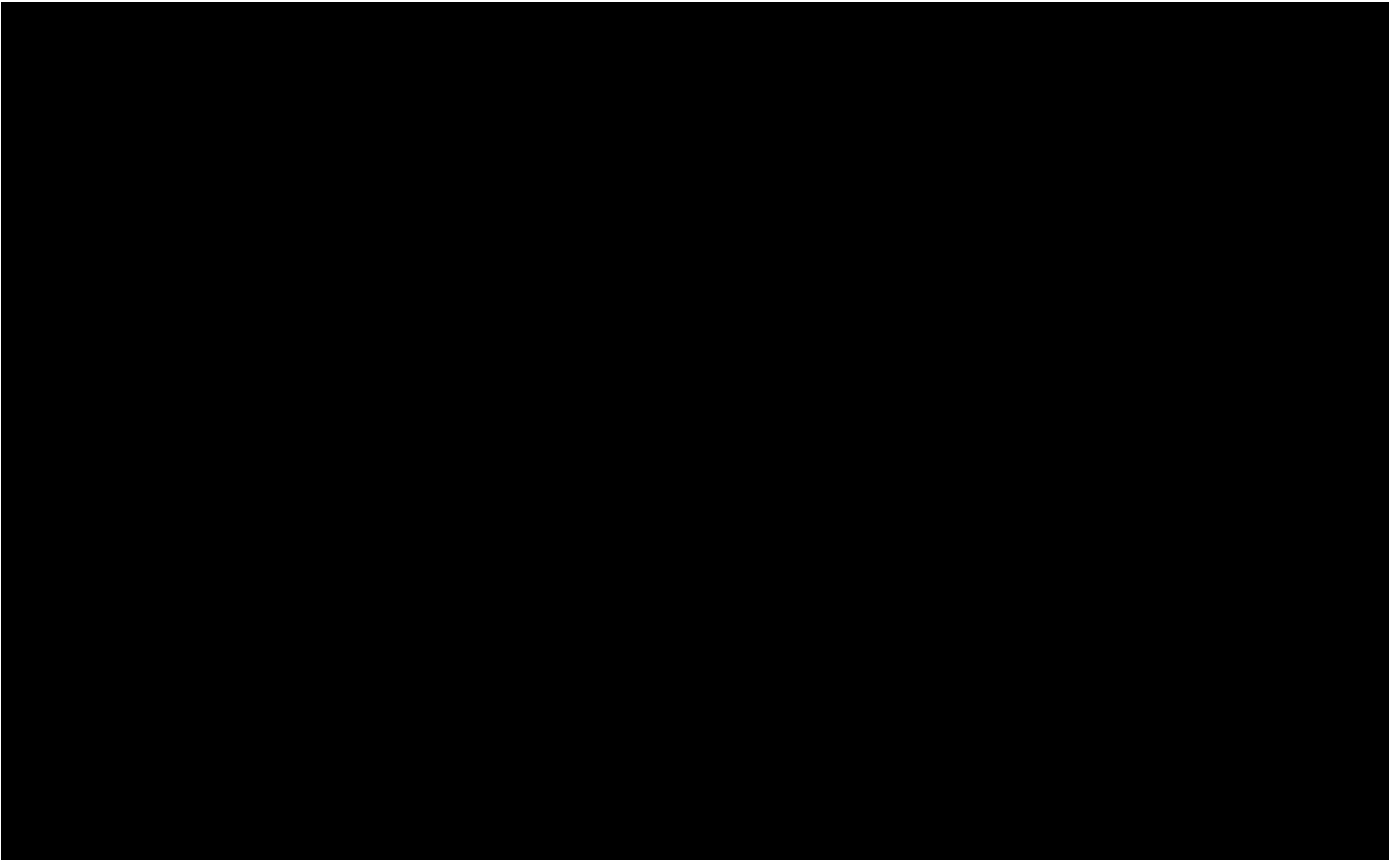
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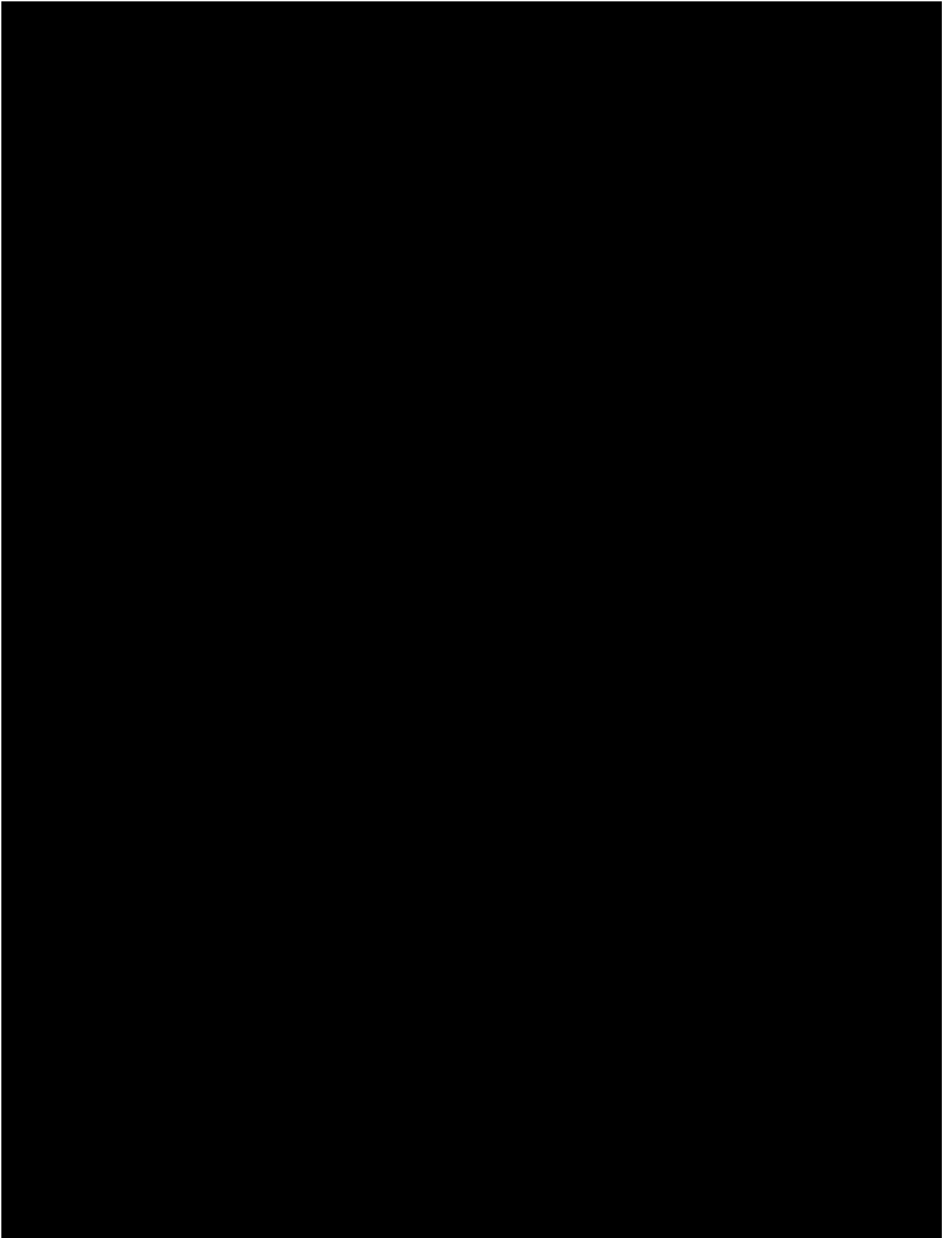
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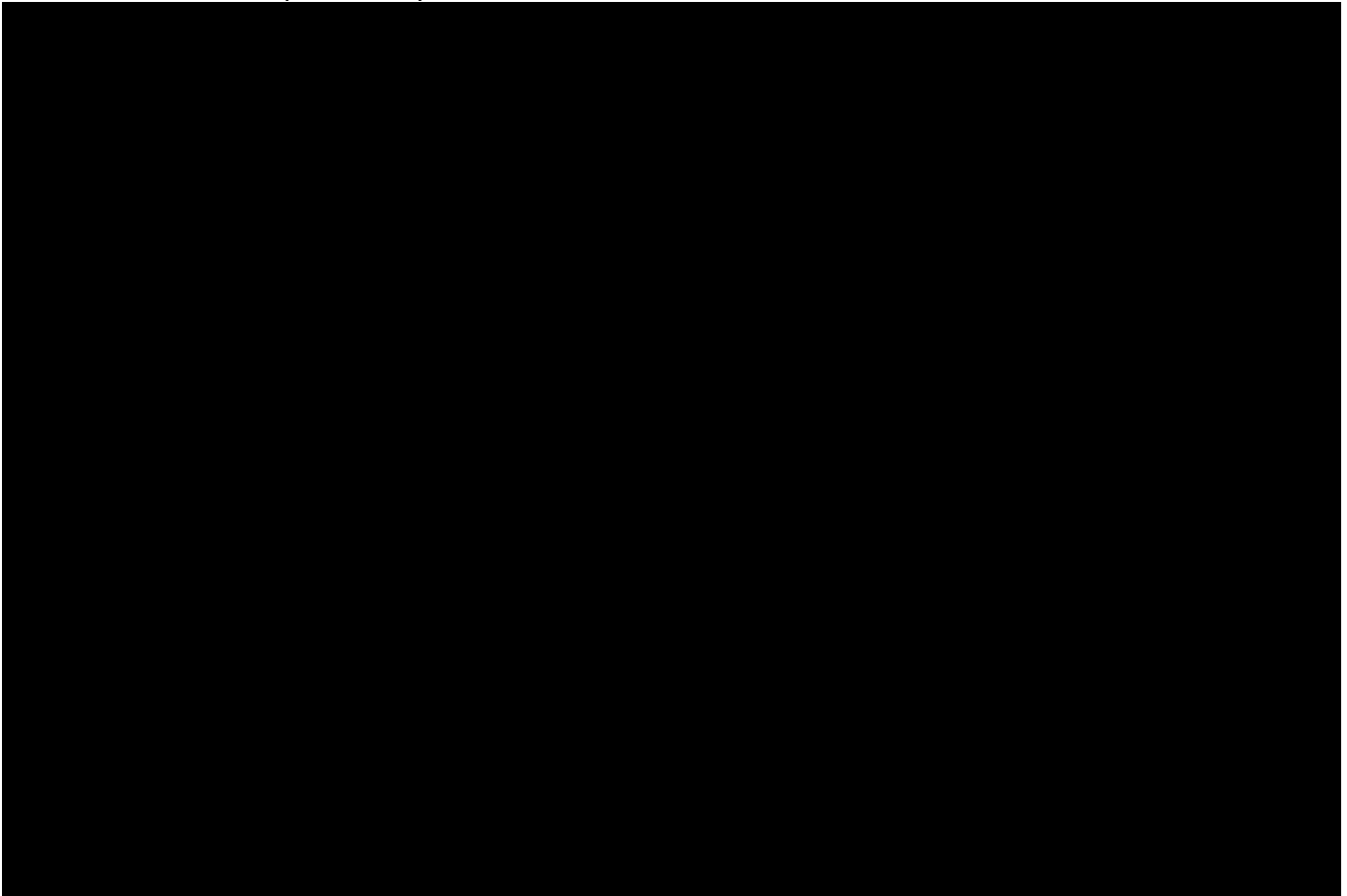
[REDACTED]

[REDACTED]









Section L

ATTACHMENT I: FINANCIAL REVIEW FORM

Vendor shall review the Financial Review Form, provide responses in the gray-shaded boxes, and submit the completed Form as an Excel file with its offer. Vendor shall not add or delete rows or columns in the Form or change the order of the rows or column in the file.

7.2 FINANCIAL STATEMENTS

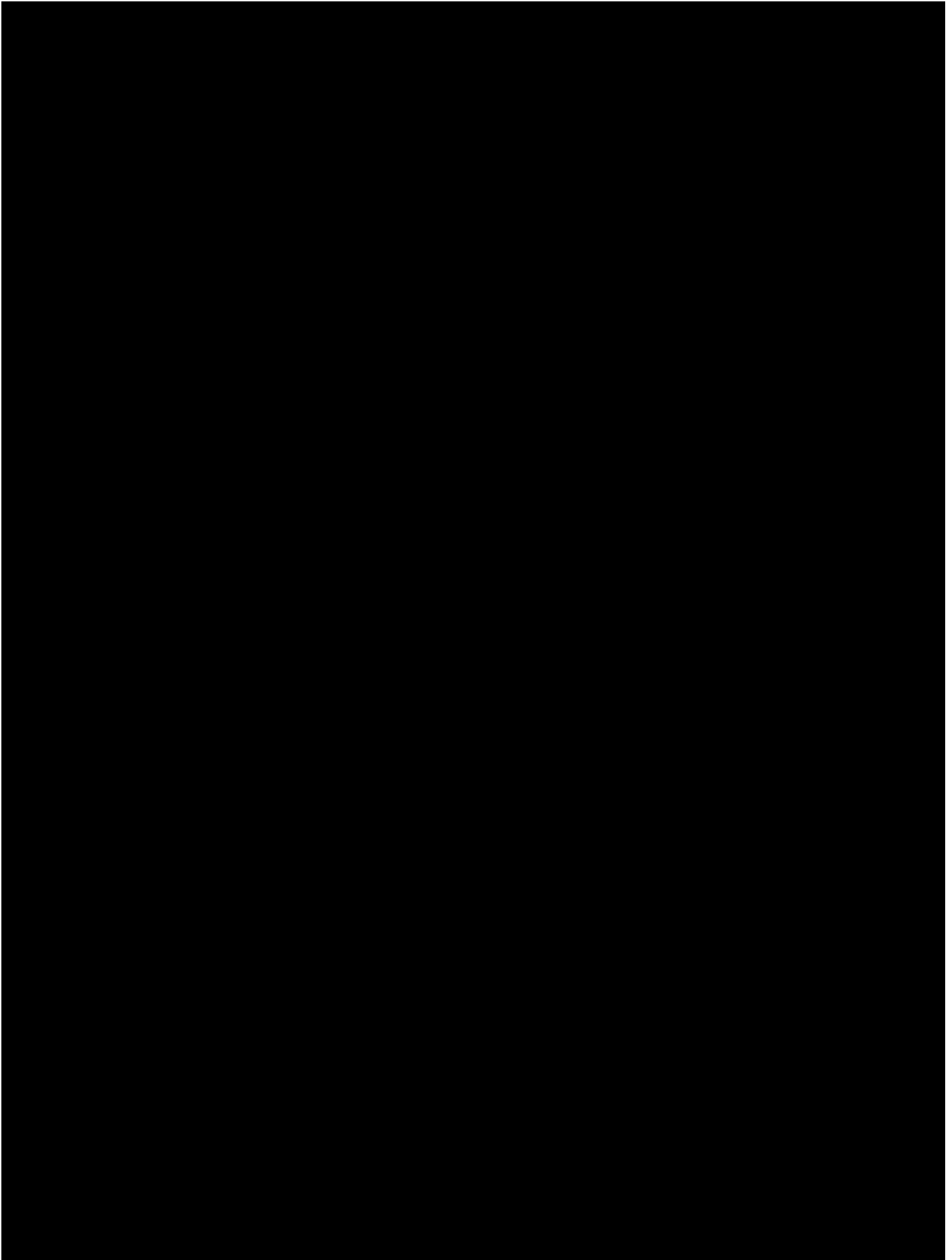
The Vendor shall provide evidence of financial stability by returning with its offer 1) completed Financial Review Form (Attachment 1), and 2) copies of Financial Statements as further described hereinbelow. As used herein, Financial Statements shall exclude tax returns and compiled statements.

- a) For a publicly traded company, Financial Statements for the past three (3) fiscal years, including at a minimum, income statements, balance sheets, and statement of changes in financial position or cash flows. If three (3) years of financial statements are not available, this information shall be provided to the fullest extent possible, but not less than one year. If less than 3 years, the Vendor must explain the reason why they are not available.
- b) For a privately held company, when certified audited financial statements are not prepared: a written statement from the company's certified public accountant stating the financial condition, debt-to-asset ratio for the past three (3) years and any pending actions that may affect the company's financial condition.
- c) The State may, in its sole discretion, accept evidence of financial stability other than Financial Statements for the purpose of evaluating Vendors' responses to this RFP. The State reserves the right to determine whether the substitute information meets the requirements for Financial Information sufficiently to allow the State to evaluate the sufficiency of financial resources and the ability of the business to sustain performance of this RFP award. Scope Statements issued may require the submission of Financial Statements and specify the number of years to be provided, the information to be provided, and the most recent date required.

Please refer to Attachment I: FINANCIAL REVIEW FORM, as per the RFP requirement.

Financial Stability

[REDACTED]



Errata and Exceptions

Section M

RFP Reference: 6.3.2, OFFER ORGANIZATION; Point m, Page 33; 6.2.5 VENDOR ERRATA AND EXCEPTIONS, Page 30
m) Errata and Exceptions, if any

6.2.5 VENDOR ERRATA AND EXCEPTIONS

Any errata or exceptions to the State's requirements and specifications may be presented on a separate page labeled "Exceptions to Requirements and Specifications". Include references to the corresponding requirements and specifications of the Solicitation. Any deviations shall be explained in detail. The Vendor shall not construe this paragraph as inviting deviation or implying that any deviation will be acceptable. Offers of alternative or non-equivalent goods or services may be rejected if not found substantially conforming; and if offered, must be supported by independent documentary verification that the offer substantially conforms to the specified goods or services specification. If a vendor materially deviates from RFP requirements or specifications, its offer may be determined to be non-responsive by the State.

Offers conditioned upon acceptance of Vendor Errata or Exceptions may be determined to be non-responsive by the State.

We have provided our exceptions to the State's requirements and specifications on the next page.

[illegible]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[illegible]

[illegible]

Vendor's License and Maintenance Agreements, and Third-Party License Agreements

Section N

RFP Reference: 6.3.2, OFFER ORGANIZATION; Point n, Page 33; 7.4 VENDOR'S LICENSE OR SUPPORT AGREEMENTS, Page 35
n) Vendor's License and Maintenance Agreements, if any, and Third-Party License Agreements, if any.

7.4 VENDOR'S LICENSE OR SUPPORT AGREEMENTS

Vendor should present its license or support agreements for review and evaluation. Terms offered for licensing and support of Vendors' proprietary assets will be considered.

The terms and conditions of the Vendor's standard services, license, maintenance or other agreement(s) applicable to Services, Software and other Products acquired under this RFP may apply to the extent such terms and conditions do not materially change the terms and conditions of this RFP. In the event of any conflict between the terms and conditions of this RFP and the Vendor's standard agreement(s), the terms and conditions of this RFP relating to audit and records, jurisdiction, choice of law, the State's electronic procurement application of law or administrative rules, the remedy for intellectual property infringement and the exclusive remedies and limitation of liability in the DIT Terms and Conditions herein shall apply in all cases and supersede any provisions contained in the Vendor's relevant standard agreement or any other agreement. The State shall not be obligated under any standard license and/or maintenance or other Vendor agreement(s) to indemnify or hold harmless the Vendor, its licensors, successors or assigns, nor arbitrate any dispute, nor pay late fees, penalties, legal fees or other similar costs.

The Cost Form contains a list software product and the associated costs based on vendor quotes we have received. Deloitte has not included any vendor license and maintenance agreements at this time. The quoted software prices are valid from submission to the start of the project. The software vendors would like to send the License and Maintenance Agreements directly to NC DHHS, if we are given the privilege to serve you on this project.

Supporting Materials

Section O

RFP Reference: 6.3.2, OFFER ORGANIZATION; Point O, Page 33

o) Supporting material such as technical system documentation, training examples, etc.

N/A, as Deloitte has provided relevant examples throughout our response.

Other Supporting Materials

Section P

RFP Reference: 6.3.2, OFFER ORGANIZATION; Point p, Page 33

p) Vendor may attach other supporting materials that it feels may improve the quality of its response. These materials should be included as items in a separate appendix.

Please refer to a separate Appendix (Section P – Other Supporting Materials) for the following supporting materials:

- [REDACTED]
- [REDACTED]

Solicitation Documentation

Section Q

RFP Reference: 6.3.2, OFFER ORGANIZATION; Point q, Page 33

q) All pages of this solicitation document (including Attachments A, B, and C).

Please refer to a separate Appendix (Section Q – Solicitation Documentation) for all pages of the solicitation document (including Attachments A, B, and C), as well as Addendum 1 and 2.

Draft Project Deliverables

Section R

RFP Reference: 6.3.2, OFFER ORGANIZATION; Point r, Page 33

Draft Project Management Plan, draft Project Schedule, draft Staffing Plan, draft Service Level Agreement, and draft Vendor Operations and Maintenance Phase Staffing Plan. Please refer to Attachment J: Minimum Content for Project and O&M Deliverables.

Please refer to a separate Appendix (Section R – Draft Project Deliverables)

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]



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