

# ATTACHMENT 17: NARRATIVE RESPONSE

The Bidder must provide a brief narrative describing their understanding of and approach to the questions/topics below. In preparing a response to the Narrative, do not simply restate or paraphrase information in this solicitation and the SOW. Describe or demonstrate, in the Bidder's own words, the information required below.

The response descriptions and explanations should be straightforward, detailed, and precise. Responses will be evaluated as stated in [SECTION 6. EVALUATION](#).

Bidder may submit no more than two (2) pages of diagrams to support each narrative response. For example, if Project work #1 is a total of six (6) pages, no more than two (2) of the six (6) can be diagrams. The diagrams shall be visual representations of the narrative response and will be limited to no more than 100 words per page, which will include the diagram labels. One (1) page is defined as one (1) side of a physical sheet of letter size (8.5" x 11") paper regardless of single side or double-sided printing.

The Bidder's narrative response:

- Shall be delivered in PDF format, use a 11-point, Century font for normal text and use one inch margins
- Shall cover all aspects of services as defined in [SECTION 15. Contractor Tasks and Deliverable Requirements](#)
- Shall not exceed sixty (60) pages total. Pages must include page numbers. If Bidder submits more than the 60 page limit only the first 60 pages will be reviewed and evaluated.

Each Narrative Response must adhere to the instructions specified in [SECTION 3.4.3. NARRATIVE REQUIREMENTS \(MS\)](#) , contain the content as shown on this Attachment, and include the following:

1. Table of Contents (not included in page limit)
2. Separate headings to delineate sections (aligned with the Table of Contents)
3. Formatting to ensure greater ease of evaluation, by:
  - a. Use of bold headings and sub-headings to easily locate information
  - b. Use of sub-headings or bullets to address each requirement or element listed for each narrative
  - c. Use of tables for each project described to summarize relevant information
  - d. Use of tables to highlight other relevant content for the narrative sub-sections
  - e. Use of graphics to enhance readability of response
  - f. Avoid use of acronyms
  - g. Provide glossary at the end of each narrative if non-standard terminology is used

## NARRATIVE PROPOSAL REQUIREMENTS (MS)

TYPE	REQUIREMENT	MAXIMUM POINTS AVAILABL E
MS	<p><b>Project Work:</b>The Bidder's narrative proposal shall include:</p> <ol style="list-style-type: none"> <li>1. A detailed description of the bidder's methodology for executing all the tasks listed in the SOW (See <a href="#">SECTION 10. Contractor's Roles and Responsibilities</a> <a href="#">SECTION 15. Contractor Tasks and Deliverable Requirements</a>)</li> <li>2. A detailed description of the incremental, phased approach to be used to implement the high-level business needs identified in the SOW (See <a href="#">SECTION 2. Description of Proposed New System</a>, <a href="#">SECTION 7. Solution Requirements</a>).</li> <li>3. A detailed description of how the Bidder will integrate the software solution with existing systems (See <a href="#">SECTION 7.1. Integrations</a>).</li> <li>4. A detailed description of how the Bidder will align training with the incremental, phased delivery of system functionality (<a href="#">SECTION 29. Knowledge Transfer and Training</a>).</li> <li>5. A detailed description of how the Bidder will support production functionality after the first phase while simultaneously implementing the remaining project scope (See <a href="#">SECTION 30. Phased Implementation and Production Support</a>).</li> </ol>	165
MS	<p><b>Project Schedule:</b> The Bidder must provide its draft project schedule using MS Project 2010 or agree upon format which includes the tasks, resources, dependencies, and milestones for the following (See <a href="#">SECTION 15.1. Project Management Tasks</a>, <a href="#">SECTION 30. Phased Implementation and Production Support</a>, <a href="#">SECTION 15.7. Data Conversion Tasks</a>) :</p> <ol style="list-style-type: none"> <li>1. Implementation and timeline of external facing online application and complaint functionality.</li> <li>2. Phased implementation of all system functionality in a 30-month time period.</li> </ol>	105

TYPE	REQUIREMENT	MAXIMUM POINTS AVAILABL E
	<p>3. Data conversion execution in parallel with incremental functionality deployment.</p>	
MS	<p><b>Post Project Tasks:</b> The bidder must provide a narrative proposal that shall include (See <a href="#">SECTION 29. Knowledge Transfer and Training</a>, <a href="#">SECTION 15.6. Training Tasks</a>, <a href="#">SECTION 15.4. Test Support Tasks</a>, <a href="#">SECTION 28. Transition of Operation to New Contractor or to State</a> ):</p> <ol style="list-style-type: none"> <li>1. A detailed description of the Bidder's approach to completing knowledge transfer activities, including how the Bidder will transition all software maintenance to State resources or another contractor.</li> <li>2. A detailed description of the Bidder's approach to testing and supporting the software product upgrades.</li> </ol>	65