## This response is for

      CERMS or

      UFSM or

      CERMS + UFSM

**SECTION 1 – RESPONDENT INFORMATION**

1. Legal business name of the respondent and business address (Street, City, State, Zip)

1. Name, title/position, and contact information (phone, email) of the individual submitting the response for number 1 above.

1. In bullet format, list and briefly describe the projects and/or activities the company engaged in that are similar to the project scope and size defined in this Request for Information (RFI).

**SECTION 2 – SOLUTION DESCRIPTION**

Your responses are needed to help DDS fully understand the breadth of alternatives available to address DDS business needs for the project selected above(CERMs, UFSM, or CERMS+UFSM). Please answer as many questions as possible based on your company’s experience. Please be specific and attach supporting documentation, if needed.

1. **Product/Solution Overview**

Describe the system solution/product Respondent offers that would satisfy the business needs and requirements described in this RFI. Check all that apply and complete the description and government clients:

1. Solution type:

Customized Off-The-Shelf  Modified Off-The-Shelf  Custom

1. Hosting Options:

Software As-A-Service  Vendor hosted solution  State-hosted solution

1. Solution Description: Including technical environment and requirements needed to host the solution (e.g., servers/cloud, hardware, software, etc.).   

   2. Length of time the proposed product has been on the market.

* 1. The number of current customers using your product.

* 1. Describe the customization required for standard implementation.

1. **Software Needs:**

List software licenses needed to implement the described solution. Please indicate if the software is available from the Cal eProcure at <https://caleprocure.ca.gov/pages/LPASearch/lpa-search.aspx> by searching for Cooperative Agreements under “Contract Type.” The software may also be available through the National Association of State Procurement Officials (NASPO) at <https://www.naspo.org/>.

| Software | | | SLP | Est. Lic. # |
| --- | --- | --- | --- | --- |
| Name | Version | Description  (including technical platform) | (Yes or No) |  |
|  |  |  |  |  |
|  |  |  |  |  |
| add rows as needed |  |  |  |  |

1. **Software Experience:**

Describe if your firm is experienced with the above software

1. Does your firm implement all of the above software?
2. Does your firm have experience implementing this software? If so, which products?

1. Does your firm use subcontractors to implement any of the above software? If so, which products?
2. List the clients in the past ten (10) years where you have implemented the solution proposed above:

**SECTION 3 – IMPLEMENTATION APPROACH**

1. **Estimated Schedule**

*Provide an estimated schedule to implement the solution described. Would you propose configuring and deploying to multiple RC’s simultaneously or one RC at a time? Do you see an opportunity for a pilot implementation?*

1. **Development and Implementation Approach**

*Describe a typical lifecycle to develop and implement a system of similar size/complexity, including any recommended phasing or waves of implementation to ease adoption or facilitate user productivity. Discuss the company’s standard implementation methodology (i.e., Waterfall, Agile). DDS is interested in how companies may manage the implementation approach for a COTS or MOTS solution.*

1. **Design and Configuration**

*Describe your approach to validating requirements, design, customization, and configuration of the solution for DDS.*

1. **Testing**

*Describe your approach to system and user acceptance testing (UAT). DDS Subject Matter Experts (SMEs) regional center (RC) SMEs, and IT staff are anticipated to perform UAT.*

1. **Deployment**

*DDS must retain case management or financial information based upon the particular program’s needs. The transfer of data to a CERMS/UFSM will consist of an initial one-time load currently residing in various databases. Describe approach to data conversion. Assume DDS and an existing Data Management Vendor will provide cleansed data that must be converted into the appropriate format for the solution. Describe training approach assuming your company would provide materials for and deliver instructor Train-the-Trainer (TTT) training. DDS TTT staff would deliver end user training to DDS staff, regional center Staff and select end users. Describe deployment activities for both DDS Headquarters and the regional center stakeholders.*

1. **Team Management**

*Discuss how your company develops and cultivates a project team to support a project of similar size and scope for a successful implementation. Describe how you would manage a team comprised of staff from DDS, regional centers, and the Association of Regional Center Agencies (ARCA).*

1. **Additional Information**

*Provide any additional information about your company, products, and/or services that you believe will help DDS better understand your capabilities (e.g., additional current services, future plans to improve products and services, etc.).*

**SECTION 4 – Comments and Recommendations**

1. **Estimated Implementation Schedule and Approach**

*The RFI is the key opportunity to review the specifications under development and provide feedback as to the feasibility of attaining these standards. Please use the space below to summarize any comments you have regarding the specifications provided in this RFI.*

1. **Additional Comments**

*DDS thanks you for your participation in the RFI by providing us information. DDS will also consider suggestions and recommendations for improving our procurement process. If you have recommendations regarding this project that are not already included in responses to the questions in this attachment, please provide them below.*