

IT RFP Checklist

Large-Scale Information System Modernization RFPs

State of Hawaii Office of Enterprise Technology Services (ETS)

Overview

This checklist document is provided by ETS to assist the State of Hawaii executive branch departments to prepare high quality RFPs for large software-related IT procurements. This checklist should be used in conjunction with any RFP templates or other relevant solicitation templates provided by the State Procurement Office. Before embarking on creation of an RFP, it is very important to follow [SPO guidance and checklists](#) for determining the most appropriate procurement method.

Guide Version

Last Updated: September 7, 2023 - check for updated guidance at [IT Project Readiness Guidance](#)

RFP Summary

Department/Agency:	
RFP Name	

Checklist

NOTE: In developing or reviewing an RFP, fill in a checkmark only if the checklist item is adequately expressed in the RFP. This way, it's easy to use the not-yet-checked items to track work that still needs to be completed.

<input type="checkbox"/> Or <input checked="" type="checkbox"/>	CHECKLIST ITEM	RFP DOCUMENT AND SECTION Where in the RFP is this content located?
REQUEST OVERVIEW		
GENERAL INFORMATION		
<input type="checkbox"/>	Procuring agency and the functional background and context are summarized	
<input type="checkbox"/>	Expected business benefits of the new solution are summarized	
DEPARTMENT'S/AGENCY'S RESPONSIBILITIES IMPACTING THIS PROCUREMENT		

<input type="checkbox"/>	The agency's responsibilities related the state's IT governance policies are clearly explained <i>This includes the role of CIO and ETS, the IT Strategic Plan, the IV&V process, and any relevant IT and IT security policies, standards or guidelines affecting this procurement and the subsequent implementation project</i>	
<input type="checkbox"/>	The agency's plan for agency personnel dedicated full-time or part-time is explained	
<input type="checkbox"/>	If legacy data must be migrated, include legacy data migration data layouts. If possible, de-identified sample data should be referenced in the solicitation (and later provided by request in the offeror's library)	

CONTRACTUAL REQUIREMENTS

<input type="checkbox"/>	Agency requirements for vendor staffing level and for vendor staffing changes during the project implementation phase are clearly explained. For example, the agency can require that any personnel changes during implementation must be approved by the agency	
<input type="checkbox"/>	SLA requirements are explained	
<input type="checkbox"/>	Warranty scope and schedule are explained	
<input type="checkbox"/>	The required initial Maintenance & Operations scope and time frame are explained	

REQUEST BACKGROUND

PROJECT OVERVIEW AND HISTORY – *all relevant information regarding the procuring agency and both the current state and the expected future state of people, processes and technology related to the scope of the project are OK, explained in adequate detail:*

<i>CURRENT STATE:</i>		
<input type="checkbox"/>	The mission of the procuring agency and programs affected by this procurement	
<input type="checkbox"/>	Current state of business processes – highlighting any inefficiencies/weaknesses	

<input type="checkbox"/>	The functional scope of the current technology solution(s) – highlighting any manual or inadequately automated processes that this procurement is meant to address	
<input type="checkbox"/>	Current application and data architecture are demonstrated using a high-level diagram	
<input type="checkbox"/>	Current technical infrastructure is demonstrated using a high-level diagram	

SCOPE OF WORK

FUTURE STATE:
ETS recommends that the main proposal document summarizes the scope of work - and that the detailed requirements are expressed in separate well-organized requirements traceability (RTM) matrix spreadsheet(s). RTM documents enable better traceability of requirements and their implementation for the entire duration of the project

<input type="checkbox"/>	Expected functionality and business process improvements - <i>referencing the appropriate RTM section</i>	
<input type="checkbox"/>	Expected technology improvements are explained - <i>referencing appropriate RTM sections</i>	
<input type="checkbox"/>	Data and data integration requirements - <i>referencing the appropriate RTM section</i>	
<input type="checkbox"/>	User identity integration requirements. If applicable, clearly explain any requirements for integrating with the statewide employee online identity management system or the state constituent identity management system	
<input type="checkbox"/>	Expected schedule and envisioned phasing are explained	
<input type="checkbox"/>	Expected project deliverable documents and functionality demonstrations are explained	

OFFEROR'S PROPOSAL CONTENT

SOLUTION – proposals should be requested to include the following:

<input type="checkbox"/>	Offeror's understanding of the requested need and an explanation of the advantages of the proposed solution for delivering the required business benefits	
<input type="checkbox"/>	The proposed solution functional overview (<i>referencing offeror's responses in the functional RTM section</i>) – including pre-built functionality, configurability (low/no code) and custom development needs if any	
<input type="checkbox"/>	An explanation of the usability approach of all the separate user interfaces provided by the proposed solution. These could include mobile and web interfaces for both constituents and state personnel	
<input type="checkbox"/>	An explanation of the accessibility approach of all the separate user interfaces provided by the proposed solution. These could include mobile and web interfaces for both constituents and state personnel	
<input type="checkbox"/>	An explanation of any separate applications/services/modules (different offerors' services or the same offeror's different services) – and their integration	
<input type="checkbox"/>	An explanation and benefits of the proposed service delivery model (custom solution, COTS, SaaS, PaaS)	
<input type="checkbox"/>	An explanation of any proposed hosting providers & data centers	
<input type="checkbox"/>	Data quality and data lineage management plan from data intake to business intelligence	
<input type="checkbox"/>	A data integration and interface architecture approach (<i>referencing offeror's responses in the appropriate RTM section</i>)	
<input type="checkbox"/>	Technical architecture (<i>referencing appropriate RTM</i>) – including a high-level diagram	
<input type="checkbox"/>	Proposed security architecture - including IAM, encryption, and role-based data access	
<input type="checkbox"/>	Offeror innovation angle – encourage offerors to provide any alternative innovative approaches, possibly deviating	

	from the state's requirements. These could be related to cost savings, increased automation, use of new technologies etc.	
<i>IMPLEMENTATION – proposals should be requested to include the following:</i>		
<input type="checkbox"/>	Project planning approach	
<input type="checkbox"/>	Proposed project schedule – referencing required phases and deliverables	
<input type="checkbox"/>	Project management approach	
<input type="checkbox"/>	Resourcing plan by implementation phase – this plan should be asked to clearly list the proposed staff for all different technologies proposed, including the experience each proposed individual has with a particular technology	
<input type="checkbox"/>	Solution configuration/development approach and method	
<input type="checkbox"/>	Technical environment architecture and solution version promotion approach – including a methodology for automated deployment	
<input type="checkbox"/>	Data conversion approach – including a methodology for testing correctness of the migrated data	
<input type="checkbox"/>	Testing approach – with particular emphasis on automated testing	
<input type="checkbox"/>	Go-live management approach – including contingency planning	
<input type="checkbox"/>	Organizational change management approach and method – including stakeholder engagement, communications, and training plan	
<input type="checkbox"/>	Implementation risk management approach	
<input type="checkbox"/>	Offeror's understanding of project responsibilities - a RACI chart for the implementation phase	
<i>ONGOING MAINTENANCE AND OPERATIONS – proposals should be requested to include the following:</i>		
<input type="checkbox"/>	Implementation-to-maintenance transition management plan	

<input type="checkbox"/>	Technology performance monitoring approach	
<input type="checkbox"/>	Capacity management approach - ability to scale resources up or down according to need	
<input type="checkbox"/>	Disaster recovery approach	
<input type="checkbox"/>	Change and release management process - including planned (global) upgrades, and custom (Hawaii-specific) enhancements, RACI	
<input type="checkbox"/>	Solution security patching process & schedule; an explanation of how security-related patching and updating can be applied independently from functional upgrades	
<input type="checkbox"/>	Maintenance support model – including support channels, methods of access, and escalation paths, RACI for parties involved	
<input type="checkbox"/>	Service level agreements – including incidents, requests, security and data breaches, credits for non-compliance	
<input type="checkbox"/>	Overall M&O RACI plan (end user support, upgrades & patches, incidents and major incidents, security management, data management, IAM, network & infrastructure)	

EXPERIENCE AND CAPABILITIES – *In consideration of the proposal evaluation process, consider guidance by SPO, but also clarify and limit the scope of the information offerors should provide regarding themselves:*

<input type="checkbox"/>	Offeror’s products and services in scope of this RFP	
<input type="checkbox"/>	Offeror’s approach to guaranteeing quality of their relevant products and services	
<input type="checkbox"/>	Past success implementing the same or a very similar solution. Any functional scope or technology architecture differences of these prior solutions to the proposed solution must be clearly explained	
<input type="checkbox"/>	Guidance regarding limiting the proposed project team’s resumes only to content relevant to the project	

PROPOSAL PROCESS AND CONTENT CONSIDERATIONS (to be included where best applicable)

REQUIRED REVIEW

<input type="checkbox"/>	Offerors are asked to review state’s IT-related statutes, policies, and	
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	<p>guidelines</p> <p>For example: <i>“As part of reviewing state statutes and rules, offerors must review</i></p> <ul style="list-style-type: none"> • <i>Hawaii Revised Statutes §27-43 (ETS and CIO mandate and responsibilities)</i> • <i>ADMINISTRATIVE DIRECTIVE NO. 18-03 - Program Governance and Independent Verification and Validation Requirements for Enterprise IT Projects</i> • <i>ETS IT Governance found on ETS website</i> • <i>ETS Policies, Standards and Guidelines found on ETS website”</i> 	
OVERVIEW OF THE RFP PROCESS		
<input type="checkbox"/>	Timeline of events is clearly explained	
EVALUATION CRITERIA		
<input type="checkbox"/>	<p>The main consideration regarding to evaluation criteria is for the department/agency to closely align the criteria with information is OK, requested in the RFP. The evaluation criteria should largely be corresponding to the effort that is being asked of the offerors. If, for example, the solicitation follows the structure presented in this checklist, then correspondingly the evaluation criteria should be related to the content required by the proposals:</p> <ul style="list-style-type: none"> • proposed solution • implementation • ongoing maintenance and services • contractual terms 	
SELECTION AND AWARD		
PAYMENT		
<input type="checkbox"/>	Payments are tied to state-accepted deliverables rather than any set schedule	
ACCEPTANCE AND TESTING		
<input type="checkbox"/>	User Acceptance Testing process requirements are explained	
INTELLECTUAL PROPERTY RIGHTS		

<input type="checkbox"/>	Software solution ownership in AG General Conditions is explained – as it relates to the state’s ownership of the source code or the configuration of the solution	
WARRANTIES AND DISCLAIMER OF IMPLIED WARRANTIES		
<input type="checkbox"/>	Performance bond requirements, if any, are explained	