# Template C – Written Proposal Questions

## Proposer Background & Approach (15 points)

1. Provide an overview of your organization's history (size, number of staff, years active).
2. List and describe your and experience with similar projects (Description/Scope of project, dates of engagement, complexity of data and data migration, implementation timeline, etc.), particularly those involving transitioning from on-premises to custom cloud solutions for the public sector.
3. Describe the team that would be assigned to this project.  Include details regarding the team's structure, the individual roles, and how their collective expertise aligns with the objectives of this project.

## Project Management (20 points)

4. Describe your approach to project initiation and planning, including how you will define and track key milestones throughout the project to ensure it remains on schedule.  Include information about the tools and methodologies you employ for project tracking and communication.
5. We expect this project to be no longer than 18 – 24 months from starting Discovery to Go Live.  Describe how you would approach accomplishing this on that timeline and include an outline of what you see as the major project milestones.  (Note – Payments will be structured in relationship to project milestones.)
6. In the event of unforeseen challenges or changes in project scope, how would your team collaborate with us to adjust the timeline or project plan while still aiming to meet the overall project deadline?

## Project Requirements/Scope of Work (15 points)

7. Explain your approach to ensuring the new application maintains the existing data hierarchy and data elements.
8. We do not want to change our APIs.  Provide an overview of your methodology for system, interface, and data conversion design tailored to our infrastructure and requirements.  What is your approach to maintaining the existing integration?
9. Can you your application connect and interact with Snowflake for data warehousing purposes, and if not, why not?  Detail your alternate plan for sharing and securing large data volumes across departments and built-in tools for data analysis within your application environment.

## Testing, Migration, Deployment (15 points)

10. We emphasize a 'deliver fast, verify jointly' approach to testing, where our internal team is intimately involved in the testing process alongside your team. How would you facilitate this collaborative testing approach to ensure both teams are effectively synchronized and

       engaged throughout the testing phases? Please detail the mechanisms and communication channels you would establish to support this partnership.

11. What is your approach to testing to ensure that the calculations are accurate?
12. Detail how you plan to incorporate various testing phases, such as unit testing, integration testing, system testing, and user acceptance testing, in your overall testing plan.

## Hosting (15 points)

13. The city uses the major cloud providers like Google Cloud Platform, (GCP), Amazon Web Services (AWS), Azure and Oracle Cloud Infrastructure (OCI). Can you use one of those providers?   If not, what is your plan? Explain your hosting solution, architecture setup, maintain it, handle disaster recovery, manage regular updates and monitoring this to align with our operational goals.
14. In the event that your company faces unforeseen circumstances preventing you from continuing hosting services, what is your contingency plan to ensure uninterrupted service and a seamless transition of hosting responsibilities to another provider or platform?
15. Should our organization decide to transition to self-hosting in the future, what comprehensive plan will you provide to facilitate this shift? Please describe the scope of documentation, training, and support you will offer to enable our team to independently assume full hosting responsibilities.

## Training & Handoff (10 points)

16. Explain your strategy for enabling our IT team to retain extensive configuration access and ability in the new system, including your approach to training and facilitating technical knowledge transfer.
17. Detail your approach to providing comprehensive documentation  and support to aid this transition and secure our team's long-term success in autonomous system management.

## Disaster Recovery & Security (10 points)

18. Outline your disaster recovery plan, including how you will support a recovery time objective of 2 hours and recovery point objective of 4 hours, and how you ensure data integrity and service restoration.
19. Explain your data privacy protocols and compliance with industry-standard data protection regulations.
20. Describe the monitoring and reporting mechanisms you employ to ensure the health and performance of the hosted environment. How are potential issues identified and addressed, and what reporting tools are available to us for transparency and oversight?