STATE OF TENNESSEE
Department of Veterans Services
REQUEST FOR INFORMATION
FOR
VETERAN SERVICES COORDINATION AND CLAIMS MANAGEMENT SYSTEM

RFI #32300-01001
July 05, 2023

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Veterans Services (known as DVS or Department) issues this Request for Information ("RFI") for the purpose of obtaining information regarding market solutions (products and services) that will allow DVS staff to understand and evaluate the range of options that supports a Veterans' benefits claims process, day-to-day cemetery operations as well as integrating a Veteran services coordination platform within the same system. This integration aims to improve the delivery of support and assistance to Veterans by streamlining access to resources and tailoring services based on individual needs.

2.1 BACKGROUND:

DVS serves more than 450,000 Veterans and approximately 1.5 million dependents in Tennessee. There are 14 field offices across the state (including 1 field office in Fort Campbell, Kentucky) that serve Veterans in 95 counties by assisting with the preparation, presentation, and prosecution of claims for federal benefits, answering questions about benefits eligibility, and performing appellate advocacy on behalf of stakeholders who are denied federal benefits.

DVS provides frequent training to employees and county Veteran service officers to ensure all personnel assisting Veterans and their families maintain accreditation with the United States Department of Veterans Affairs (VA) and have the latest information regarding changing laws that affect state and federal benefits.

The Department also manages and operates five state Veterans' cemeteries—two in East Tennessee, one in Middle Tennessee, and two in West Tennessee that are available for Veterans and eligible dependents.

The Department's responsibilities, described in Tennessee Code Annotated, § 58-3-101 et seq. and § 46-6-101 et seq., include

- Collecting data and information on facilities and services available to Veterans and their dependents and cooperating with service agencies in the state to make this information available to Veterans,

- Assisting Veterans and their dependents in establishing benefits they are entitled to receive by federal, state, or local laws,

- Establishing branch offices in each congressional district to assist Veterans and cooperating with Veterans' organizations and local service officers to assist Veterans,

- Training and certifying local service officers for accreditation to assist Veterans and dependents with claims for benefits; and

- Establishing and maintaining Veterans' cemeteries in each of the three grand divisions of the state.

Under the direction of the Commissioner, the department has three Assistant Commissioners and one Deputy Commissioner. The Assistant Commissioners, under direct supervision of the Deputy Commissioner, are divided into three functional areas of Benefits Operations, Appeals and Accreditation Operations, and Cemetery Operations.

2.2 CURRENT SITUATION

Benefits and Appeals

Department staff have the basic technology tools (computers, operating systems, office productivity software, and email services) to efficiently conduct general business functions. The more specific Veterans-related business functions of daily operations are not all as up to date. As a result, DVS IT needs have historically been considered on an 'as needed' and case-by-case basis - with each service delivery section selecting or developing IT systems and solutions to meet section-specific needs as they arose - rather than having been considered on an agency-wide (or enterprise-wide) basis and in a systematic, planned matter.

Existing (primary) technology tools that directly support the benefit claims process are as follows:

2.2.1. Tyler Technologies (VetraSpec) - A legacy application owned by TylerTech that is DVS's current claims management system.

2.2.2. Web-Based Legal and Medical Reference Resources - DVS staff throughout the State access several legal and medical reference resource sites, including but not limited to eCFR, KnowVA, and Board of Veterans' Appeals and Court of Appeals for Veterans Claims websites.

2.2.3. VA Software Solutions – DVS staff have access to certain VA software solutions, including the Veterans Benefits Management System (VBMS) and CaseFlow. DVS staff use these systems to view all records that the VA has in these systems pertaining to a Veteran's claim or appeal. Currently, there is limited data exchange between VA Software Solutions and DVS claims management solutions. Current APIs allow for the exchange of information to VA and status messages from VA.

DVS employees also use VA's Quick Submit tool to file certain applications for benefits with VA business lines (i.e., National Cemetery Administration) that do not have API capability with DVS's claims management solution.

2.2.4. ServiceNow is a customer relationship management solution for some constituent inquiries. It is a centralized system for managing and tracking incoming requests, questions, and concerns from Veterans and their dependents. ServiceNow streamlines the management of customer inquiries by centralizing ticket creation, assignment, tracking, and resolution, while also providing tools for knowledge management and data-driven decision-making.

2.2.5. FileNet is utilized as a document management system for managing and archiving burial-related documentation, such as pre-registration forms, death certificates, DD-214s, marriage

certificates, and VA forms. The system enables efficient storage, retrieval, and organization of these critical documents, ensuring secure and easy access for authorized staff members. By centralizing the management of these records, FileNet simplifies the process of maintaining and updating information, allowing the Department of Veterans Services to better serve Veterans and their families in a timely and organized manner.

2.2.6. FormStack – FormStack is a versatile, customer-facing online form and document capture solution employed by the Tennessee Department of Veterans Services for a variety of purposes. In addition to supporting the benefits claims process, FormStack is used for online burial pre-registration, burial scheduling, training registration, customer feedback collection, Veteran Ready Business Recognition Program registration, and many other interactions with customers. FormStack enables clients to easily upload and submit documents, streamlining data collection and management across various department functions. This flexibility allows the Department to efficiently handle different customer needs, while enhancing communication and responsiveness. Documents submitted through FormStack are currently transferred manually to DVS's existing claims management system and other document management solutions, which may present an opportunity for further integration and automation to improve overall efficiency and data management.

2.2.7. DVS Current Claims Process - The claims process may involve one or multiple interviews with the Veteran or their spouse, depending on the complexity of their situation and the availability of needed data and evidence. The process outlined below is described as involving the Veteran for simplicity, but it is essential to understand that other parties may also participate.

General Steps

1. The Veteran enters a DVS Field Office and requests assistance from DVS in preparing a disability compensation claim.

2. DVS staff engage in a conversation with the Veteran, asking questions and discussing their overall situation, including the nature of the disabilities they wish to claim and the available documentation. They also assess what additional documentation may be required.

3. Based on this discussion and their experience with US Code Title 38 and VA policies, DVS staff use the Vetraspec system to begin completing the necessary VA Forms.

4. As VA Forms are completed, DVS staff make copies or scans of all relevant and available documentation provided by the Veteran, which will become part of the claim package.

5. DVS staff, applying their knowledge and experience, continue to ask questions to reveal more details about the Veteran's situation and potential opportunities for additional benefits. The preparation of VA Forms continues accordingly.

6. If further conditions are discovered or additional data and evidence is needed, DVS works with the Veteran to identify the sources of this information and may make calls, write letters, or make online inquiries to request it. The Veteran may also be asked to assist with some tasks.

7. DVS staff and the Veteran then jointly determine if the claim package accurately represents the Veteran's situation. If not, the process returns to step 5. If it does, the process moves to step 8. DVS staff prepare the claim package for submittal and send it to the DVS Appeals office.

8. In the Appeals office, experienced staff review the package for inconsistencies and inaccuracies, particularly if it was prepared by less experienced DVS staff from field offices.

9. If issues are found, the package is discussed with the appropriate field office staff, effectively returning to step 2.

10. If there are no issues, the package is sent, via Digits to Digits or D2D, Direct Submit, or other electronic filing methods to the appropriate VA business line, where the VA evidence in-take process begins.

11. Upon receiving the claim package, the VA conducts its initial review, and distributes it to the appropriate VA staff members for further evaluation, development and adjudication.
Continuing from the claims process outlined earlier, the subsequent steps involve the VA and ongoing communication between DVS and the Veteran:

1. As the VA evaluates the claim, they may request additional information or evidence from the Veteran or DVS. In such cases, DVS staff will work closely with the Veteran to gather the requested information and promptly submit it to the VA.

2. During the evaluation period, DVS staff maintain open lines of communication with the Veteran, providing updates on the progress of their claim and addressing any concerns or questions that may arise.

3. Once the VA completes its evaluation, they will issue a decision on the Veteran's claim. This decision will be communicated to the Veteran and DVS, along with an explanation of the basis for the decision.

4. If the Veteran disagrees with the VA's decision, they have the right to appeal. In this case, DVS staff will assist the Veteran in preparing and submitting the necessary documents to disagree with a final VA decision, and DVS staff provide representation throughout the VA appellate process.

5. Should new evidence or information become available during the appeals process, DVS staff will work closely with the Veteran to ensure that the new information is incorporated into the appeal, increasing the likelihood of a favorable outcome.

Throughout the entire claims and appeal process, DVS staff thoroughly document every encounter and communication with the claimant in Vetraspec to maintain continuity of services across the state. DVS staff are committed to providing the best possible support and representation for the Veteran. Their goal is to ensure that the Veteran receives the benefits they are entitled to, and they will work diligently to navigate the complexities of the VA claims and appeals system on behalf of the Veteran.

Cemetery Operations

2.2.8 Like the Benefits and Appeals team, the DVS staff has access to basic technology tools such as computers, operating systems, office productivity software, and email services to perform general business functions efficiently. However, some of the cemetery-related business functions that are specific to daily operations may not be up to date. Historically, the DVS IT needs have been evaluated on a case-by-case basis and considered only as needed, with individual service delivery sections selecting or developing IT systems and solutions to meet their specific requirements as they arise. This approach has not been implemented systematically or planned agency-wide or enterprise-wide.

Existing (primary) technology tools that directly support the Cemetery Operations process are as follows:

1. **Appointlet** – Our cemeteries are utilizing Appointlet, a cloud-based scheduling and appointment booking software that allows businesses and professionals to manage their appointments, meetings, and bookings with their clients or customers online. It integrates with different calendar platforms, such as Google Calendar, Office 365, and iCloud, to provide real-time availability and scheduling. With Appointlet, users can create customizable booking pages that can be shared with clients or embedded on their website. It also offers features like automatic email notifications, time zone detection, and integrations with popular business tools like Zapier and Salesforce. Unfortunately, we have not been able to use all the Appointlet functionality due STS security policies.

2. **FormStack** – FormStack is a versatile, customer-facing online form and document capture solution employed by the Tennessee Department of Veterans Services for a variety of purposes. In addition to supporting the benefits claims process, FormStack is used for online burial pre-registration, burial scheduling, training registration, customer feedback collection, Veteran Ready Business Recognition Program registration, and many other interactions with customers. FormStack enables clients to easily upload and submit documents, streamlining data collection and management across various department functions. This flexibility allows the Department to efficiently handle different customer needs, while enhancing communication and responsiveness. Documents submitted through FormStack are currently transferred manually to DVS's existing claims management system and other document management solutions, which may present an opportunity for further integration and automation to improve overall efficiency and data management.

3. **VA Software Solutions** – DVS staff have access to certain VA software solutions, including the Burial Operations Support System (BOSS). BOSS is an automated system used by the National Cemetery Administration to manage interment operations and maintain burial records for Veterans and their families. DVS staff access these VA applications in order to creating a case, determine eligibility, ordering headstones, and running Monument Ordering Timeliness Reports (MOTR). Currently, there is limited data exchange between VA Software Solutions.

4. **Direct Upload -** The VA Direct Upload system is a web-based platform that allows our staff to upload forms and supporting documentation for burial reimbursement claims submitted on behalf of families of eligible veterans. The system is used to facilitate the processing of claims by the VA's Benefits and Services department.

5. **FileNet** – FileNet is utilized as a document management system for managing and archiving burial-related documentation, such as pre-registration forms, death certificates, DD-214s, marriage certificates, and VA forms. The system enables efficient storage, retrieval, and organization of these critical documents, ensuring secure and easy access for authorized staff members. By centralizing the management of these records, FileNet simplifies the process of maintaining and updating information, allowing the DVS to better serve Veterans and their families in a timely and organized manner.

6. **Gravesite Locator -** Our current solution is an outdated Windows 7 application that requires our staff to go to an FTP site to manually download a semi-colon delimited text file that then must be manually uploaded into the kiosk using a USB drive.

7. **Microsoft Excel** – Currently, our cemeteries use Microsoft Excel to track and record internments and the many statistics tracked for the yearly Cemetery Data report (VA Form 40-0241) to the National Cemetery Administration (NCA). The data points are the following:

    a. Cemetery Acreage
    b. Current Developed Acreage
    c. Undeveloped Acreage
    d. Number of Currently Developed Casketed Gravesites Available

e. Total Number of Casketed Gravesites Maintained to Date
f. Number of In-Ground Cremation Gravesites Currently Available
g. Number of In-Ground Cremation Gravesites Currently Available
h. Estimated Number (Phased) Cremation Gravesites Yield in Undeveloped Acreage
i. Total Number of In-Ground Cremation Gravesites Maintained to Date
j. Number Of Columbarium Niches Currently Available
k. Total Number of Columbarium Niches Maintained to Date
l. Number Of Currently Developed Gravesites of All Types (Including Columbarium Niches) Available
m. Estimated Number of Gravesites of All Types in Phased Developments in Undeveloped Acreage
n. Total Number of Gravesites of All Types (Including Columbarium Niches) Maintained to Date
o. Number of First Casketed Burials Completed This Fiscal Year
p. Number of First In-Ground Cremated Burials This Fiscal Year
q. Number of First Columbarium Inurnments Filled This Fiscal Year
r. Number of Second Casketed Burials Completed This Fiscal Year
s. Number of Second Casketed Burials Completed This Fiscal Year
t. Number of Second In-Ground Cremated Burials This Fiscal Year
u. Number of Second Columbarium Inurnments Filled This Fiscal Year
v. Total Burials (Date of Opening Cemetery to Current Year - Both Veteran and Dependents)
w. Date Of Estimated Closure for Each Burial Type (Month/Year)
    i. Full Casketed
    ii. In-Ground Cremated
    iii. Columbarium

In addition to the above-mentioned metrics, our staff also utilizes the same spreadsheets to monitor other essential dates such as the date of interment, headstone order date, headstone received date, headstone set date, damaged headstone discovery date, and reorder date. These spreadsheets are instrumental in ensuring compliance with National Cemetery Administration Standards and Measures regarding specific timing requirements, and they also perform date calculations to facilitate this process. Apart from tracking dates, our staff uses these spreadsheets to document customer complaints and monitor unclaimed Veteran services.

2.3 SOLUTION SOUGHT

DVS seeks information on a combined solution that supports our functional areas—Benefits Operations, Cemetery Operations, and Appeals and Accreditation. Specifically, the Department requests information on solutions that support –

2.3.1. The preparation, filing and tracking of applications and appeals for VA benefits.

2.3.2. Electronic submittal of claims to VA via an application programming interface (API).

2.3.3. Data collection, analysis and reporting including dashboard capability: This capability would include both workload/productivity (i.e., number of applications filed) and outcomes (I.e., monetary awards).

2.3.4. Customer relationship management: This includes but is not limited to customer service capabilities such as appointment management, targeted customer interactions and

outreach, and aggregating essential customer information across DVS business lines (I.e., cemeteries, benefits, appeals**).**

2.3.5. Knowledge management: This includes functionality to allow DVS to create, preserve and share information across its network of advocates. It would include links to common legal and medical resources such as Title 38 of the United States Code and Code of Federal Regulations, precedential legal decisions, and DVS created content such as fact sheets, job aids, and legal and medical research.

2.3.6. Business process automation: Examples of business process automation includes but is not limited to email, letter generation, data files, customer survey automation, Federal and State legal compliance (I.e., Title VI) tracking, and remote signature and document capture capability.

2.3.7 Cemetery Operations Management: This includes items related to the daily management of cemetery operations such as maintenance schedules, grounds maintenance logs, equipment maintenance checklists, equipment logs, and safety reports.

2.3.8 Pre-Registration and Eligibility: This includes items related to pre-registration and eligibility such as pre-registration forms, DD-214 vital statistics/storage, eligibility letters, and pertinent supporting documentation for interment.

2.3.9 Documentation Management: This includes items related to documentation management such as cemetery data sheets, burial packets, headstone tracking, claims office access to cemetery documents, intake forms, burial applications, temporary markers, interment allowance forms and other internal and VA Documents.

2.3.10 Burial Planning and Scheduling: This includes items related to burial planning and scheduling such as online scheduling and scheduling calendars, burial section and gravesite locations, and burial assignments from maps.

2.3.11 Customer Service: This includes items related to customer service such as customer surveys, funeral homes and contacts, gravesite locators, and community outreach events.

2.3.12 Military Honors: This includes items related to military honors such as military honor guard teams and contacts.

2.3.13 Expansion: This includes items related to expansion such as expansion times, crypt sections for casket burials, and columbarium sections for cremations.

2.3.14 Inventory and Purchasing: This includes items related to inventory and purchasing such as gas and diesel usage and purchases, P-Card purchases, all purchase requests, and monthly supply orders.

2.3.15 Training and Development: This includes items related to training and development such as training plans and checklists, safety training reports, and new hire checklists.

2.3.16 Reporting and Dashboard Management: This covers areas such as monthly incident and injury reports, gas and diesel usage and purchases, annual state cemetery data sheets, weekly and monthly burial numbers by type, headstone tracking, equipment status, and maintenance, and claims office access to cemetery documents.

2.3.17 Compliance and Regulations: This includes items related to compliance and regulations such as OSHA forms, Title VI compliance, NCA compliance reviews, and self-assessments.

2.4 INCLUSION OF A VETERAN SERVICES COORDINATION PLATFORM

DVS seeks information on claims management solutions that incorporate a Veteran services coordination platform as an integral part of the system. The aim is to improve the delivery of support and assistance to Veterans by streamlining access to resources and tailoring services based on individual needs. Specifically, the Department requests information on solutions that support –

2.4.1 Centralized Resource Access: A comprehensive platform that consolidates various resources, services, and programs available to Veterans and their dependents, allowing users to efficiently navigate and access them.

2.4.2 Customized Support: A system that personalizes the available resources and services based on individual Veteran profiles, preferences, and needs, ensuring that each Veteran receives tailored assistance.

2.4.3 Collaboration with External Organizations: Seamless integration with other Veteran service organizations, non-profits, and government agencies to provide a wide range of support and assistance for Veterans and their families.

2.4.4 Interoperability with Claims Management System: The Veteran Services Coordination platform should be fully integrated with the claims management system, facilitating seamless data exchange, improved efficiency, and reduced manual work.

2.4.5 Data Analytics and Reporting: The platform should support data collection, analysis, and reporting on various metrics related to Veteran services coordination, including resource utilization, service outcomes, and user satisfaction.

2.4.6 Scalability and Flexibility: The platform should be designed to accommodate future growth, expansion, and potential changes in Veteran needs and services, ensuring that it remains relevant and effective over time.

2.5 TRANSITION OF SUPPORT AND OWNERSHIP TO STATE

DVS seeks a solution that can be effectively handed off to the State for support and potential ownership. The proposed solution should have the necessary documentation, training materials, and transition plans to enable the State to manage, maintain, and support the system independently. Specifically, the Department requests information on solutions that support the following:

2.5.1. Comprehensive documentation: The solution should include detailed documentation covering the system's functionality, architecture, and any required maintenance procedures.

2.5.2. Training materials: The vendor should provide training materials, such as user manuals, video tutorials, or training sessions, to facilitate the State's ability to support and manage the system.

2.5.3. Transition plans: The solution should have a clear and structured plan for transitioning support and ownership to the State, including timelines, milestones, and necessary handover procedures.

2.5.4. Ongoing support: The vendor should outline any available options for ongoing support, maintenance, or consulting services to assist the State in its management of the system after the transition has taken place.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI to:
Kathryn Held, General Counsel
Tennessee Department of Veterans Services
312 Rosa L. Parks Blvd., 13th Fl., Nashville TN, 37243
615-922-8758
Kathryn.Held@tn.gov

3.2. Please feel free to contact the *Tennessee Department of Veterans Services* with any questions regarding this RFI. The main point of contact will be:
Travis Murphy, Assistant Commissioner
Tennessee Department of Veterans Services
312 Rosa L. Parks Blvd., 13th Fl., Nashville TN, 37243
615-906-4483
Travis.Murphy@tn.gov

3.3. Please reference RFI # **32300-01001** with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

	EVENT	TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		July 5, 2023
2.	Written Questions and Comment Deadline	4:30 PM	July 19, 2023
3.	State Responds to Questions and Comment	12:00 PM	August 2, 2023
4.	RFI Response Deadline	4:30 PM	August 30, 2023

5. GENERAL INFORMATION:

5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will <u>not</u> create any contract rights. Responses to this RFI will become property of the State.

5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

5.3. The State will <u>not</u> pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

RFI # 32300-01001
TECHNICAL INFORMATIONAL FORM
1. RESPONDENT LEGAL ENTITY NAME:
2. RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3. BRIEF DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS

4. Has the Respondent specifically had one or more system(s) installed and fully operational at a U.S. state agency level? If so, please provide the requested information listed below:
 	
    a. Name of State/Region
 	
    b. Years of service provided to the state agency
 	
    c. Contact person in each State/Region who is familiar with the Respondent's product

5. What features does the proposed solution need to include for the preparation, filing, and tracking of applications and appeals for VA benefits?
6. How does the solution facilitate electronic submission of claims to the VA using application programming interfaces (APIs)?
7. In what ways does the solution enable data collection, analysis, and reporting with dashboard capabilities for both workload/productivity and outcomes?
8. How does the proposed solution integrate customer relationship management and knowledge management functionalities?
9. What types of business process automation does the solution support, and how do these features improve efficiency and productivity?
10. How does the proposed solution incorporate a Veteran Services Coordination platform to improve the delivery of support and assistance to Veterans?
11. How does the solution centralize resource access and provide customized support for individual Veterans based on their profiles, preferences, and needs?
12. Can the solution seamlessly integrate and collaborate with external organizations such as Veteran service organizations, non-profits, and government agencies?
13. How does the proposed solution ensure interoperability between the Veteran Services Coordination platform and the claims management system?
14. What data analytics and reporting capabilities does the solution offer in relation to Veteran services coordination, resource utilization, service outcomes, and user satisfaction?
15. How does the solution ensure scalability and flexibility to accommodate future growth, expansion, and changes in Veteran needs and services?

16. Can your software solution manage applications for burial, burial packet information, cemetery data sheet for National Cemetery Administration, applications for plot reimbursement, scheduling calendar, headstone tracking, and claims office access to cemetery documents?

17. Can your software solution provide cemetery pre-registration application, pre-registration letters (approved and declined), Decedent & Pre-registration DD-214 vital statistics/storage, manage scheduling requests/responses decision letter from VA, marriage certificate or W-2 redacted, eligibility letter (approval or declined), and pertinent supporting documentation for interment?

18. Can your software solution handle burial assignments from Map (crypt, niche, in-ground cremation) supporting Gravesite GS locator program, burial application, NCA Memorial Statement (cremains scattered & unrecoverable), NCA Monument form (emblem & inscription approved by NOK), completed interment intake form, interment allowance form, temporary marker labels, the ability of Benefits Operations, Appeals and Accreditations Division and other divisions within the department to have access to all cemetery locations to pull documentation real-time, and Title VI?

19. Can your software solution generate customizable reports and dashboards to help track and analyze cemetery data?

20. Can your software solution provide an online scheduling platform for internments and with calendar integration?

21. Can your software solution handle training and development, expansion times to include Crypt Sections for Casket Burials and Columbarium Sections for Cremations, military honor guard teams with contacts, funeral homes and contacts, interment and second interment lists, and daily interment schedules?

22. How does your solution handle customer support, and what are the available channels for users to contact for assistance, troubleshooting, or technical inquiries?

23. What security measures, data encryption standards, and privacy policies does your solution employ to protect sensitive Veterans' information and comply with relevant regulations?

24. Can you provide an estimated timeline for the deployment and implementation of your proposed solution, including any necessary customization and integration with existing systems?

25. What training materials, resources, and methods do you offer for onboarding and supporting end-users, and what ongoing support and maintenance services do you provide?

26. To what extent can your solution be customized to meet the specific needs and requirements of the State, and how easily can it adapt to changes in processes, regulations, or policies?

27. Can you provide examples of similar projects you have completed in the past, including any case studies or testimonials that demonstrate the effectiveness and benefits of your solution?

28. What are your disaster recovery and business continuity plans to ensure uninterrupted service in case of system failures, data loss, or other unforeseen events?

29. What are the minimum and recommended system requirements for your proposed solution, including hardware, software, and infrastructure needs?

30. How compatible is your proposed solution with the State's current systems, and are any additional integration efforts or costs required?

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.:
2. Describe the typical price range for similar services or goods
3. Please provide a rough non-binding estimated range for the Solution.
4. Please provide an estimated range for the upfront versus ongoing and/or recurring costs for maintenance, cost of hardware (leasing and buying), change requests, implementation, training, etc. for the Solution.
5. What does your company believe to be the most efficient and cost-effective Solution (i.e., leasing, purchasing, etc.)?

ADDITIONAL CONSIDERATIONS
1. Please provide input on alternative approaches or additional things to consider that might benefit the State:
2. Please describe any other considerations.