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Appendix K – Offeror Qualifications

South Dakota Motor Vehicle SDCARS Replacement System RFP

1. Offeror Qualifications

To enable DOR to determine the capabilities of an Offeror to perform the services specified in the RFP, the Offeror shall respond to the following regarding its ability to meet the DOR's requirements.

NOTE: Each item must be thoroughly addressed. Offerors taking exception to any requirements listed in this section may be found nonresponsive or be subject to a lower ranking.

1.1 Offeror Experience Requirements

This section identifies experience and qualifications that all Offerors must possess as a minimum requirement for responding to this RFP. DOR seeks proposals only from Offerors that meet these qualifications.

Mandatory Experience Requirements – To be eligible for consideration, an Offeror shall meet all mandatory requirements noted herein. DOR will determine whether an Offeror's proposal complies with the requirements. Proposals that fail to meet any mandatory requirements listed in this RFP will be deemed nonresponsive.

1.1.1 Prior Project Experience

Mandatory – Motor Vehicle COTS Solution Implementation (two examples)

- Offerors first example must be one successful implementation of their motor vehicle COTS solution in the past 5 years using their proposed configurable COTS product. The Offeror's second example can include another successfully implemented motor vehicle COTS project, or one or more projects where they are in the process of implementing their proposed configurable COTS product for a motor vehicle jurisdiction. Subcontractor or third-party experience cannot be proposed to meet this requirement.

Mandatory – Externally Hosted Solution (one example, may be one of the previous two if applicable)

- Within the past 5 years, the Offeror shall have successfully implemented, or be in the process of implementing, their proposed solution of similar scope to the requirements contained in this RFP as a hosted solution for the customer.

Preferred – Government Past Projects (two examples, must be different than any of the above)

- The Offeror should have successfully completed two large system implementation projects in the past 5 years that are similar or greater in size, complexity, and reliability as the proposed DOR solution.

1.1.2 Project Description Requirements

Offeror shall include in its proposal a detailed description of each Prior Project Experience, denoting the scope, delivery, schedule, resources, results of each example project intended to satisfy the Experience Requirements above. Offeror shall limit the response to no more than 5 projects in total. Project Descriptions shall also include one reference with contact information. DOR may contact references as its discretion.

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1.1.3 Company Profile and Experience

Offeror shall provide documentation establishing the company submitting the proposal has the qualifications and experience to provide the supplies and services specified in this RFP, including, at a minimum, a general description of the firm including its services, primary source of business, range of clients and projects, organizational structure and size, number of employees, and years of experience performing services like those described within this RFP.

Subcontractors – The same information shall be provided for all subcontractors proposed as part of the Offeror’s proposal.

1.2 Key Personnel Resumes & Requirements

A resume or summary of qualifications, work experience, education, and skills must be provided for all key personnel, including any subcontractors, who will be performing any aspects of the contract. Include years of experience providing services like those required; education; and certifications where applicable. Identify what role each person would fulfill in performing work identified in this RFP.

Resumes must be provided for the following key personnel defined in the following table which includes DOR’s requirements for each position. If appropriately justified, one individual may serve more than one role. Offeror shall provide key staff identified in the table below and may identify additional key personnel as necessary, along with resume and clear definition of the role.

Substitution of Key Personnel – The personnel identified or described in Offeror’s proposal shall perform the services provided for DOR under this contract. Offeror agrees that any personnel substituted during the term of this contract must be able to conduct the required work to industry standards and be equally or better qualified than the personnel originally assigned and will need to meet the requirements below unless DOR otherwise waives any requirements. DOR reserves the right to approve Offeror personnel assigned to work under this contract and any changes or substitutions to such personnel. DOR’s approval of a substitution will not be unreasonably withheld. This approval or disapproval shall not relieve Offeror to perform and be responsible for its obligations under this contract. DOR reserves the right to require replacement of Offeror personnel. If Offeror personnel become unavailable, Offeror shall provide an equally qualified replacement in time to avoid delays to the work plan.

1.2.1 Preferred Key Personnel Qualifications

Position	Years of Exp. Performing Role	Years of Exp. in Large Project Delivery	Type of Experience	Credentials and Education
Project Director	3 years	10 years	<ul style="list-style-type: none">■ DMV Operations■ Implementation of Proposed Solution in proposed role■ Managed delivery of large scale, multi-year projects for government agencies	<ul style="list-style-type: none">■ PMP preferred■ Bachelor’s degree in relevant major

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Position	Years of Exp. Performing Role	Years of Exp. in Large Project Delivery	Type of Experience	Credentials and Education
			<ul style="list-style-type: none"> ■ Excellent written and oral communication and presentation skills 	
Project Manager	3 years	10 years	<ul style="list-style-type: none"> ■ DMV Operations ■ Implementation of Proposed Solution in proposed role ■ Delivered 2 projects using Proposed Methodology, with at least one project to completion ■ Excellent written and oral communications and presentation skills 	<ul style="list-style-type: none"> ■ PMP ■ Bachelor's degree in relevant major
Implementation / Functional Lead	3 years	10 years	<ul style="list-style-type: none"> ■ DMV Operations ■ Implementation of Proposed Solution in proposed role ■ Delivered 2 projects using Proposed Methodology, with at least one project to completion ■ Led user sessions to document requirements ■ Excellent written and oral communications and presentation skills 	<ul style="list-style-type: none"> ■ Bachelor's degree in relevant major
Technical Architect/ Lead	3 years	10 years	<ul style="list-style-type: none"> ■ Implementation of Proposed Solution in proposed role ■ Delivered 2 projects using Proposed Methodology ■ Design, Implement, test large scale solutions for government agencies with geographically dispersed locations, including modern integration and interfacing with multiple systems ■ Excellent written and oral communications and presentation skills 	<ul style="list-style-type: none"> ■ Bachelor's degree in relevant major

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Position	Years of Exp. Performing Role	Years of Exp. in Large Project Delivery	Type of Experience	Credentials and Education
Data Migration/ Conversion Lead	3 years	10 years	<ul style="list-style-type: none"> ■ DMV Operations ■ Implementation of Proposed Solution in proposed role ■ Delivered 2 projects using Proposed Methodology ■ Database design, implementation experience ■ Migration experience from legacy to new DBs ■ Design, implementation of data reporting structures 	<ul style="list-style-type: none"> ■ Bachelor's degree in relevant major
Training Lead	3 years	5 years	<ul style="list-style-type: none"> ■ Implementation of Proposed Solution in proposed role ■ Delivered 2 projects using Proposed Methodology ■ Planned and led user online and classroom training, training setup and post evaluation/retraining ■ Developed training materials in various mediums (online, manuals, videos, etc.) ■ Excellent written and oral communications and presentation skills 	<ul style="list-style-type: none"> ■ Bachelor's degree in relevant major
Testing Lead	3 years	10 years	<ul style="list-style-type: none"> ■ DMV Operations ■ Implementation of Proposed Solution in proposed role ■ Delivered 2 projects using Proposed Methodology ■ Delivered 2 projects using proposed testing tools ■ Planned and lead unit, system, integration, UAT, regression, performance testing using manual and automated testing 	<ul style="list-style-type: none"> ■ Bachelor's degree in relevant major

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Position	Years of Exp. Performing Role	Years of Exp. in Large Project Delivery	Type of Experience	Credentials and Education
			<ul style="list-style-type: none"> ■ Excellent written and oral communications and presentation skills 	
Security Lead	3 years	5 years	<ul style="list-style-type: none"> ■ Implementation of Proposed Solution in proposed role ■ Delivered 2 projects using Proposed Methodology ■ Experience implementing and securing hosted solution and integration with on-premise systems and users ■ Excellent written and oral communications and presentation skills 	<ul style="list-style-type: none"> ■ Bachelor's degree in relevant major ■ One of following or similar: <ul style="list-style-type: none"> ▪ CRTSA - CREST Registered Technical Security Architecture ▪ CISSP-ISSAP - Information Systems Security Architecture Professional

1.3 Service Organization's Internal Control Assessment

Offerors shall provide a copy of the most recent independently conducted internal control assessment for hosting services provided to current customers. This assessment should include review of relevant accounting systems, IT security systems, and other transaction-based processes. Provide the internal policy for ensuring these reviews are conducted on a regular schedule.