

Appendix O – Submission Instructions

South Dakota Motor Vehicle SDCARS Replacement System RFP

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1. Submission Instructions and Summary of Offerors Technical Proposal

1.1 Proposal Submission Instructions

Proposals shall be submitted via electronic mail to **Lauren Gilsrud, Procurement Lead** at Lauren.Gilsrud@state.sd.us.

Note that electronic mail messages must be less than 20MB in order to be received.

Unless specifically requested in the RFP, an Offeror making the statement "Refer to our literature..." or "Please see www.....com" may be deemed nonresponsive or receive a low ranking. If referring to materials located in another section of the proposal, specific page numbers and sections must be noted. The evaluator/evaluation committee is not required to search through the proposal or literature to find a response.

- **Facsimile Responses** – Facsimile responses will not be accepted.
- **Late Proposals** – Regardless of cause, DOR will not accept late proposals.

1.2 PDF Files for Submission

The Offeror must submit their proposal in multiple searchable PDF documents with the exception of Appendix M - Cost Proposal (for which a completed Microsoft Excel file is required) and Appendix R – Security and Vendor Questions (for which a Microsoft Word file is required). All submission files should be organized as follows:

File #	Title <i>(include this keyword in filename)</i>	Contents
1	Approach	<ul style="list-style-type: none">■ Introduction and Executive Summary■ Scope of Services■ Unmet Requirements■ Project Schedule
2	Qualifications	<ul style="list-style-type: none">■ Reference Projects■ Company Profile and Experience■ Key Personnel Resumes
3	Controls Assessment	<ul style="list-style-type: none">■ Internal Controls Assessment
4	Proprietary Information	<ul style="list-style-type: none">■ Proprietary Information
5	Additional Information	<ul style="list-style-type: none">■ Additional Information
6	Cost Proposal	<ul style="list-style-type: none">■ Cost Proposal <i>(completed Cost Proposal in MS Excel format)</i>
7	Contract Exceptions	<ul style="list-style-type: none">■ Contract Exceptions
8	Security	<ul style="list-style-type: none">■ Security and Vendor Questions <i>(completed as a MD Word document)</i>

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1.3 Proposal Format

DOR expects responses to be cleanly formatted and organized; use no smaller than **an 11 point font**; include a Table of Contents; clearly identify each section and match the outline provided in the next section. Responses must be numbered and contain the headings provided in this RFP.

Proposals shall be limited to 150 pages, with exclusions for specific portions of the submission as noted below.

1.4 Proposal Contents

Proposals shall contain and be organized to match the following:

1.4.1 Introduction and Executive Summary

Proposals shall introduce the Offeror and provide a summary of the rest of the proposal. The Executive Summary shall include the Offeror's understanding of the project and a list of anticipated risks and proposed mitigation strategies.

Offerors shall include a completed copy of the cover page of the RFP.

1.4.2 Scope of Services

Offerors shall fully describe their proposed solution and their proposed delivery approach. Offeror's proposal shall address the requirements identified throughout the RFP and all Appendices, including but not limited to:

- Appendix B – Functional Blueprint
- Appendix C – Motor Vehicle Functional Requirements
- Appendix D – Motor Vehicle Process Catalog
- Appendix E – Technical Requirements
- Appendix F – System Delivery Requirements
- Appendix G – Project Management Requirements
- Appendix H – OCM and Training
- Appendix I – Operations and Maintenance
- Appendix J – Interface Inventory

1.4.3 Unmet Requirements

Offerors are not required to acknowledge and commit to delivering each individual requirement in the RFP and Appendices but must identify any requirements which they cannot or propose to not meet. Any requirement not identified as unmet will be considered to be included in the Offeror's proposal.

1.4.4 Project Schedule

Offerors shall include an appropriately detailed schedule and Gantt chart describing their proposed approach.

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1.4.5 Reference Projects

Offerors shall include detailed project descriptions for each of the qualifying projects as requested in Appendix K – Offeror Qualifications, including customer reference information.

1.4.6 Company Profile and Experience

Offerors shall include the requested information as described in the Company Profile and Experience section above.

1.4.7 Key Personnel Resumes (2 pages per Key Person, excluded from Proposal Page Limit)

Offerors shall include the requested information as described in the Key Personnel Resumes section above. Offeror may structure the resume content as desired but must show how the proposed individuals meet the DOR's requirements.

1.4.8 Internal Controls Assessment (Excluded from Proposal Page Limit)

Offeror shall describe the information being included to satisfy the requested internal controls assessment for similar hosting services in the Service Organization's Internal Control Assessment section above followed by the actual assessment documents and findings.

1.4.9 Proprietary Information (Excluded from Proposal Page Limit)

Offeror shall identify pages and content which it believes is proprietary along with an explanation and defense of its proprietary nature. DOR reserves the right to reject some or all claims and to reject the entire proposal if the claims are too broad or not justified. Offeror shall include a redacted version of all submitted documents protecting proprietary content.

1.4.10 Additional Information

Offeror may include additional information not included in the other sections.

1.4.11 Cost Proposal (Excluded from Proposal Page Limit)

Offeror shall submit a completed Cost Proposal according to the requirements defined in Appendix M and fill out all required fields.

1.4.12 Contract Exceptions (Excluded from Proposal Page Limit)

The Offeror shall state if there are any proposed changes to contract terms as outlined in the RFP and in Appendix Q. The issues should be fully described along with any proposed changes in the Offeror's Proposal.

1.4.13 Security and Vendor Questions (Excluded from Proposal Page Limit)

The Offeror shall complete the questions found within the Security and Vendor Questions, which is attached as Appendix R. These questions may be used in the proposal evaluation.

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1.5 Contractor Security Acknowledgement Form

Note that Appendix S - Contractor Security Acknowledgement Form 2022 is information only and does not need to be included in Offeror's response.