



Association of Food and Drug Officials (AFDO)

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RFP #: AFDO-24-001

**SEALED BID**  
**REQUEST FOR PROPOSAL**  
**FOR**  
**SYSTEM FOR AGRICULTURE, FOOD, HEALTH,**  
**E-INSPECTIONS AND REGISTRATION (SAFHER)**

Expected RFP Schedule Summary

ISSUE DATE	April 5, 2024
PRE-PROPOSAL CONFERENCE	April 10, 2024, at 4:00 p.m. York, PA Time
QUESTIONS DUE	April 26, 2024
RFP RESPONSE DUE BY	May 10, 2024, by 5:00 p.m. York, PA Time
FINALIST DEMONSTRATIONS	June 3-5, 2024
PROJECT STARTS	October 1, 2024

**PLEASE BE ADVISED THAT ALL NOTIFICATIONS, RELEASES, AND AMENDMENTS ASSOCIATED WITH THIS RFP WILL BE POSTED AT <https://www.afdo.org/safher/rfp/>. AFDO WILL MAKE NO ATTEMPT TO CONTACT INTERESTED PARTIES WITH UPDATED INFORMATION. IT IS THE RESPONSIBILITY OF EACH RESPONDER TO PERIODICALLY CHECK THE ABOVE WEBPAGE FOR ANY AND ALL NOTIFICATIONS, RELEASES, AND AMENDMENTS ASSOCIATED WITH THIS RFP.**

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# 1.0 ADMINISTRATIVE INFORMATION

## 1.1 Glossary of Terms

### DEFINED TERMS

For the purposes of this RFP, acronyms and specific terms are defined below.

1. AAFCO (Association of American Feed Control Officials) – An organization assisting in the advancement of the development of the SAFHER national integrated food safety system. AAFCO is an independent organization that has been guiding state, federal, and international feed regulators with ingredient definitions, label standards, and laboratory standards for more than 110 years, while supporting the health and safety of people and animals. Our members are charged by their local, state or federal laws to regulate the sale and distribution of animal feeds and animal drug remedies.
2. AFDO (Association of Food and Drug Officials) – The entity issuing the SAFHER RFP. AFDO is a regulatory organization that connects food and medical-products safety stakeholders and impacts the regulatory environment by shaping sound, science-based rules, law, regulations, and sharing best practices that protect public health.
3. Alstar – An information exchange application developed and hosted in collaboration with Purdue University and utilized for pesticide and fertilizer product registration. Alstar provides the capability to both registrants and states to streamline the exchange and use of these common data.
4. Block Chain Intra-State Data Cooperative – A multi-state cooperative that supports and governs blockchain transactional data sharing across multiple regulatory jurisdictions.
5. Change Control Board (CCB) – A council of SAFHER Executive Advisory members, with Appian acting as an advisory member, which will oversee and approve all changes that may directly or indirectly impact SAFHER Core, platform, data model, or infrastructure.
6. Component – A service (such as Account/Product Registration or Lab Management) that is performed for the programs of SAFHER (such as Human Food or Animal Food programs). SAFHER will comprise common components that support all identified programs. (See also defined Program term below.)
7. Configuration – Alterations to a system, infrastructure, database, profile, interface, architecture, environment, or application that do not affect the SAFHER platform or back-end programming. These alterations can be made by the Vendor(s) with little to no Appian assistance. However, some onboarding configuration efforts are expected to require coordination with Appian.
8. Contract – The agreement, including all attached Exhibits, all documents incorporated by reference, all referenced statutes, rules and cited authorities, and any future modifications thereto, which is entered into as a result of this RFP.
9. Contracting Agencies – AFDO or member state agencies considering contracting with the selected Vendor(s).
10. Contractor/Vendor – One who contracts to perform work in accordance with a contract agreement usually as a result of an RFP.
11. Core System – SAFHER’s foundational component-based architecture with native capabilities to integrate with other SAFHER ecosystem modules and data sources through standardized APIs.
12. COTS (commercial-off-the-shelf) – An existing system with known functionality and an existing installation base.
13. Customer – Anyone who consumes or is reliant upon SAFHER functionality including members of state agencies, AFDO, and/or representatives of the food production and management industry.
14. Customization – Alterations to a system, infrastructure, database, profile, interface, architecture, environment, process, or application that affects the SAFHER system/platform and requires significant Appian involvement.
15. Executive Advisory Council (EAC) – An identified group of dedicated professionals with roles in regulatory protection of the nation's food supply, public health, and consumer protection. The function of the EAC is to support defining SAFHER’s roadmap while promoting communication and cooperation between user groups of SAFHER, FDA, and the states.
16. Hybrid (Models or Platform) – Cloud and locally hosted combinations of software infrastructure.
17. JIRA Solution – An Atlassian project management software solution.
18. LabWorks – The laboratory information management software developer that created LIMS.
19. LIMS (laboratory information management system) – A software-based solution with features that support a modern laboratory’s operations.
20. Master Service Agreement (MSA) – A contract reached between parties, in which the parties agree to most of the terms that will govern future transactions or future agreements.
21. Managed Service Provider (MSP) – An outsourced third-party company that manages and assumes the responsibility of a defined set of day-to-day management services to its customers.

22. Methodology – A set of related activities that leads to the production or modification of software. These activities may involve the development of software from scratch or modifying an existing system. Any software process must involve these four activities:
  - a. Software specification or requirements engineering is the process of understanding and defining what services are required and identifying the constraints of these services.
  - b. Software design and implementation is the process at which an executable software system is developed. It is moving the concept from an idea to a reality.
  - c. Software Verification and Validation meets specifications and fulfills the intended purpose of the software. It may also be referred to as software quality control. It is normally the responsibility of the Contractor as part of the software development lifecycle. This includes Independent Verification and Validation of the software by a third party to ensure the product is being constructed correctly and in line with requirements.
  - d. Software Evolution is the process that requires continued updating, maintenance, and improvement over time in order for the software to remain a viable product. In this respect, it is driven by the customer needs as changes are identified.
23. Multi-Tenanted/Tenancy – An architecture in which a single instance of a software application serves multiple customers. Each customer is called a tenant. Tenants may be given the ability to customize some parts of the application, such as the color of the user interface (UI) or business rules, but they cannot customize the application’s code.
24. National Food Safety Data Exchange (NFSDX) – A system developed by the FDA to improve the efficiency and efficacy of exchanging information with regulatory partners and to meet the federally-mandated requirements of the Food Safety Modernization Act (FSMA). Also known as the data exchange system, NFSDX provides the capability to electronically exchange data and information across regulatory entities.
25. Potential States – States not currently on USAFoodSafety or USAPlants that have expressed interest in adopting SAFHER.
26. Program – Human food, animal food, and medical products (pharmaceuticals, medical devices, combination products) regulation programs currently represented in USAFoodSafety and USAPlants such as human food (retail, milk, manufactured foods, egg, shellfish, produce, etc.), Animal Food (pet food and tonnage), Pesticides, etc. SAFHER will be a platform that supports everything that is common to all programs.
27. SAFHER – (System for Agriculture, Food, Health, E-Inspections and Registration solution) is a national regulatory technology platform for agriculture and public health, being completed as part of a cooperative agreement funded in part by the United States Food and Drug Administration.
28. SAFHER Participating States – States that are currently on USAFoodSafety or USAPlants that will be adopting SAFHER.
29. SLTTs – State, Local, Territorial, and Tribal regulatory and laboratory workforce who oversee the safety of manufactured human food, produce, eggs, retail food, Grade “A” milk/dairy, molluscan shellfish, and animal food.
30. Small Business Enterprise – Generally, an independently owned for-profit enterprise that employs 500 or fewer persons, though there are exceptions for what constitutes a small business in specific industries.
31. Standard of Care – The same degree of care, but no less than reasonable care, to avoid disclosure or use of Confidential Information disclosed in connection with the Contract as Vendor(s) employs with respect to its own confidential information and data of like importance.
32. USAFoodSafety and USAPlants – Aging platforms that were developed for managing the complex processes and compliance requirements associated with the licensing and inspections of human and animal food, pesticides, weights and measures, and other similar health, agriculture, and consumer protection regulatory programs.
33. User – Someone who utilizes a software application with a user account and is identified by the system with a user ID.
  - a. Internal (Government) User – Typically a government employee at the federal, state, or local county level responsible for executing and tracking inspections, complaints, enforcement actions, and licenses; reviewing and renewing certifications; collecting fees; and sharing data with public users. Examples are department representatives, inspectors, administrators.
  - b. External (Public) User – A user who requires certifications or licenses to run their businesses; apply for licenses, registrations, certifications, and to check the status of the items, review inspection or sample findings, and register products. Examples are facilities and business owners.
34. VPAT (Voluntary Product Accessibility Template) – A document that explains how information and communication technology products such as software, hardware, electronic content, and support documentation meet (conform to) the Revised 508 Standards for IT accessibility.
35. WCAG 2.0 Standards (Web Content Accessibility Guidelines) – A definition of how to make web content more accessible to people with disabilities. Accessibility involves a wide range of disabilities, including visual, auditory, physical, speech, cognitive, language, learning, and neurological disabilities.

36. Tier 1 (Help Desk) Support – The initial support level or entry point that a customer will first reach every time they contact the customer support team either via phone, email, or chat. Tier 1 can also be defined as the front line of any business support. Please see the chart below for a rundown of tasks and parties responsible for this support level.
37. Tier 2 (Functional) Support – Also known as escalation support, this is the next level of support that individuals get once issues are not resolved by Tier 1 support. It is usually reserved for more complex issues that might require a greater amount of expertise. Please see the chart below for a rundown of tasks and parties responsible for this support level.
38. Tier 3 (Application) Support – Expert application technical support to resolve service requests that could not be resolved by Tier 2. Unless otherwise specified, these service requests will typically be in relation to SAFHER Core. Please see the chart below for a rundown of tasks and parties responsible for this support level.
39. Tier 4 (Platform) Support – OEM-level access to cloud operations professionals who are maintaining the platform. Unless otherwise specified, these service requests will typically be in relation to SAFHER Core. Please see the chart below for a rundown of tasks and parties responsible for this support level.

Task/Deliverable	Party Responsible for Tier 1 and Tier 2 Support	Party Responsible for Tier 3 and Tier 4 Support
Stand-Alone Vendor Managed System Support (databases, architecture, non-Appian infrastructure, etc.)	Vendor	Vendor
SAFHER Integrations Management	Vendor	Appian
SAFHER Core Functionality, Platform, Data, Environments, User Profiles, and Infrastructure	Vendor	Appian
SAFHER Implementation, Data Migration, and Go-Live Support	Vendor	Appian
Ongoing Operations, Maintenance, Security, and Support	Vendor	Appian

## ACRONYMS AND ABBREVIATIONS

1. COBIT – Control Objectives for Information and Related Technologies
2. DB – State-Specific Databases
3. FDA – United States Food and Drug Administration
4. FedRAMP – The U.S. Federal Risk and Authorization Management Program
5. FISMA – Federal Information Security Modernization Act
6. FTI IRS 1075 – Federal Tax Information, Internal Revenue Service 1075
7. HIPAA – Health Insurance Portability and Accountability Act of 1996, as amended
8. M/S/WBE – Minority and/or Women-Owned Enterprises and Small Business Enterprises
9. PCI – Payment Card Information
10. RFP – Request for Proposal
11. SDVOSB – Service-Disabled Veteran-Owned Small Businesses
12. SLA – Service Level Agreements
13. SLTT – State, Local, Tribal, and Territorial
14. SOW – Scope of Work
15. SSO/MFA – Single Sign-on/Multifactor Authentication
16. T&M – Time and Materials
17. UAT – User Acceptance Testing

## 1.2 About AFDO

The [Association of Food and Drug Officials \(AFDO\)](#) is a well-recognized national non-profit organization that represents state, territorial, and local food protection regulatory agencies including the agencies that regulate produce, manufactured foods, and retail foods. AFDO has a long history of supporting state, local, and territorial food safety programs and has been representing these programs and helping them improve their operations and personnel since 1896. The Association’s principal purpose is to act as the leader and a resource to state, territorial,

and local regulatory agencies in developing strategies to resolve and promote public health and consumer protection related to the regulation of food, medical products, and cosmetics.

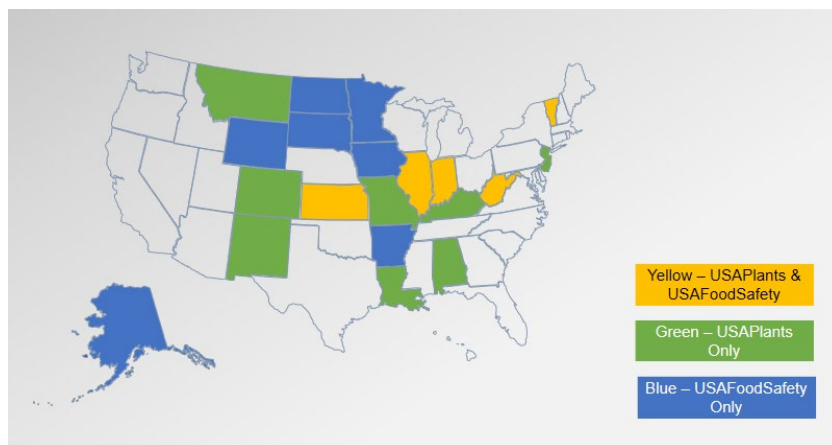
### 1.3 Purpose of RFP

AFDO is seeking to establish a contract with a single company that can provide Operations services, Maintenance services, Help Desk support, Data Migration effort leadership, state-specific system customization coordination, and associated activities support for states onboarding SAFHER and SAFHER Go. In addition to onboarding efforts, this company must also be willing to provide long-term ongoing operations and support services for AFDO and SAFHER Participating States, or hereinafter referred to as States. AFDO requires this company to be an experienced Appian platform expert with a history of partnering with Appian on similar projects. (See section 2.0: *Project Background* for further details on Appian). Companies without significant Appian experience will not be considered. Please reference section 3.0 *Scope of Requested Services* for additional details regarding expected capabilities and services.

## 2.0 PROJECT BACKGROUND

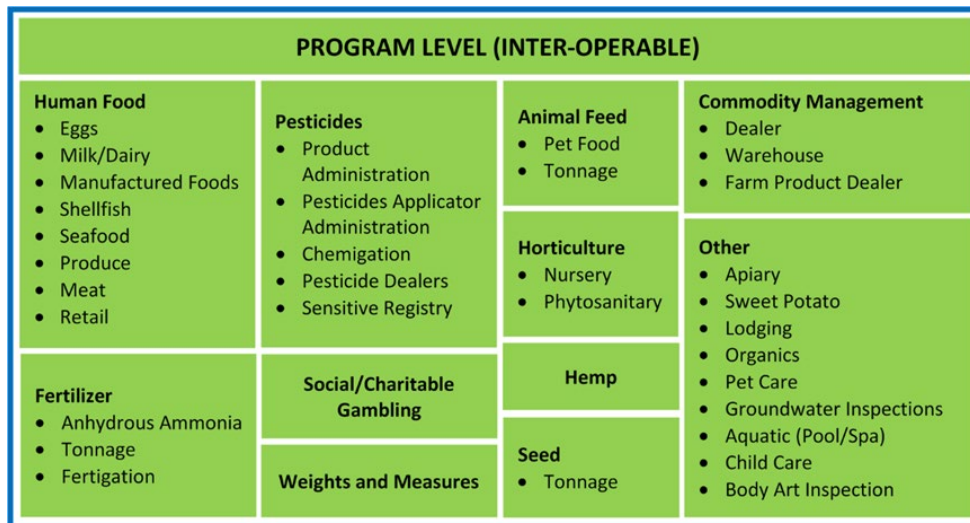
### 2.1 Background of the Project

USAFoodSafety, USAPlants, and related products were developed as a platform for managing the complex processes and compliance requirements associated with the licensing and inspections of human and animal food, pesticides, weights and measures, and other similar health, agriculture, and consumer protection regulatory programs. Since its implementation between 2006 and 2010, ~~20~~ 21 states now use the entire or partial AgraGuard software suite, a comprehensive suite of Microsoft-based software solutions. USAFoodSafety and USAPlants are legacy systems that don't adequately address the complex needs of state agricultural programs. Challenges include persistent data quality issues, inability to integrate with other solutions, reactive work processes resulting in inability to innovate, and inadequate business processes that prohibit productive, consistent, and cost-effective performance. AFDO has championed the SAFHER initiative to develop a new, national regulatory platform, founded upon modernized technologies, to be employed by state agriculture, food, and health programs. SAFHER will empower its business users and customers to address their federal and state government requirements while enhancing the experience of each of their state's residents' experience.



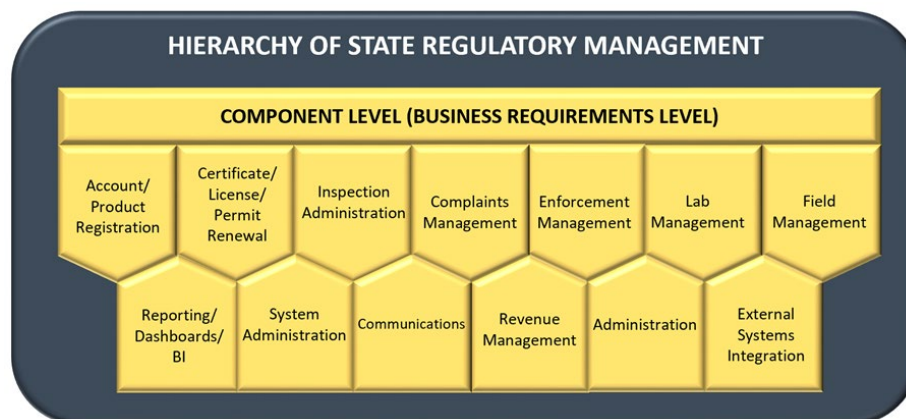
**Figure 1: USAFoodSafety/USAPlants States**

Below is a comprehensive list of the programs that the solution will be required to support, providing enhanced statewide program interoperability.



**Figure 2: State Programs**

As a result of the work with several current USAPlants and USAFoodSafety states, analysis was completed evaluating the existing health, agriculture, and consumer protection regulatory programs' management processes and workflows led to development of a hierarchical regulatory framework. This framework distinguishes 13 foundational components (business service groupings) that currently support the varied regulatory programs and will require supporting functionality incorporated into SAFHER.



**Figure 3: Hierarchy of State Regulatory Management**

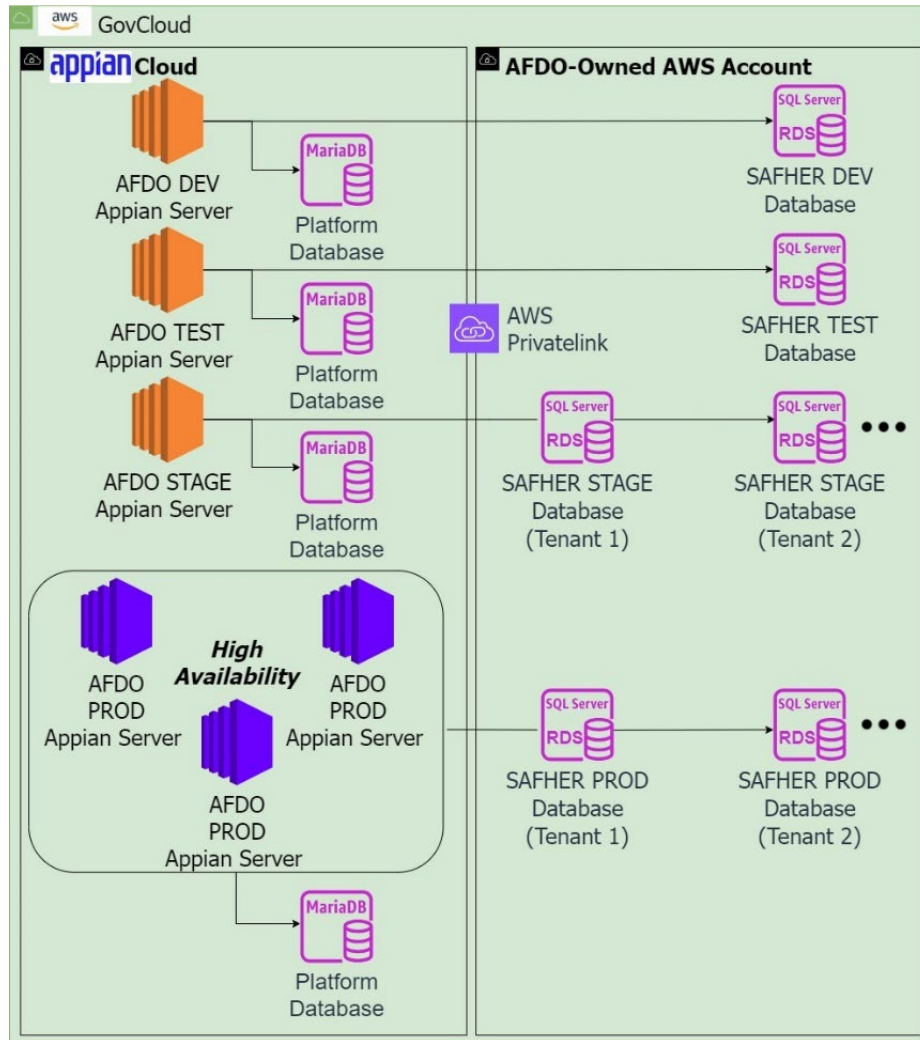
Appian ([www.appian.com](http://www.appian.com)) is leading the development of SAFHER Core (13 components) and SAFHER Go (offline application). Appian Corporation is an American cloud computing and enterprise software company headquartered in McLean, Virginia, part of the Dulles Technology Corridor. The company sells a platform as a service (PaaS) for building enterprise software applications. It focuses on low-code development, process mining, business process management, and case management.

SAFHER Core development (13 components) is ongoing and has over 100 hours (about 4 days) of user research collected to inform the build process for almost all components. The offline application's function will be focused on inspectional tasks supported by other data elements pulled into the offline environment to complete planned and unplanned work.

**SAFHER Infrastructure**



The SAFHER Core architecture is divided into two domains: Appian Cloud and Amazon Web Services (AWS). AFDO is responsible for provisioning, configuring, and maintaining all AWS infrastructure components. There are four Appian Cloud environments: development, test, staging, and production. Development and test are each paired with one Amazon RDS or SQL Server database. Stage and production are each paired with multiple databases, one per each onboarded SAFHER state. An AWS PrivateLink connection will be utilized to provide high-speed connectivity to the AFDO AWS databases.



## 2.2 Appian Planned Work and Timeline

Appian will be responsible for the delivery of the following for SAFHER:

- SAFHER Core MVP/Pilot release in a program-agnostic way, focusing on functional modules (e.g. inspections, registrations, licensing) as defined by a master requirements list provided by AFDO
- Appian-centric data model
- Baseline SAFHER-specific security compliance package that will aid in ATO/security authorization
- Training materials that can be used by others to conduct end user training
- Disconnected mobile application
- 6 months of operations and maintenance support for SAFHER Core Application

- Configuration and setup of Amazon RDS for SQL Server databases, database backups, network connections (PrivateLink), and required administrative accounts/security groups

Appian will utilize an Agile scrum methodology of iterative development throughout the project. The Appian team will follow our Agile process to execute a 2-week implementation sprint to progressively develop project features for SAFHER Core. Appian will seek stakeholder support, coordinated by an appointed AFDO Product Owner to clarify requirements, review design decisions, and to demonstrate, review, and accept work. The Product Owner will make overall design decisions aligned with the stakeholders, so as not to adversely impact the project schedule. Initial activities (such as UAT testing efforts, go-live readiness, and the creation of training materials for SAFHER Core deployment) for pre-pilot and pilot SAFHER Participating States will be led by Appian in coordination with AFDO and the Vendor. For post-pilot States, regular implementation and onboarding activities will be led by the Vendor in coordination with AFDO and Appian. The AFDO SAFHER Core will be transitioned to an AFDO Tier 1-2 Support Vendor for maintaining the solution.

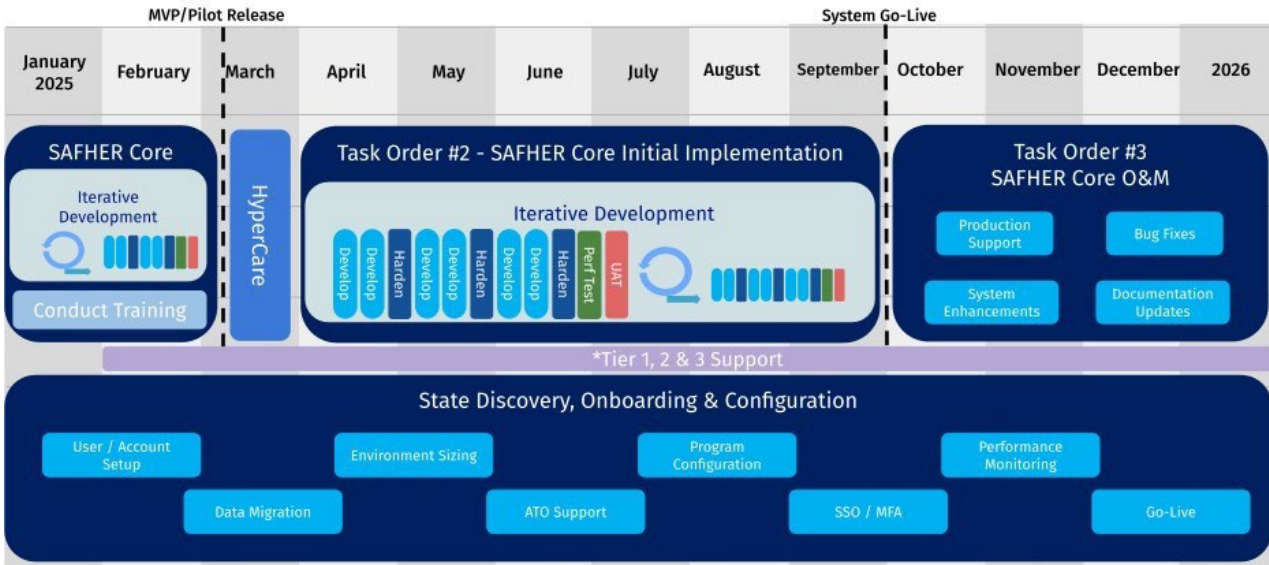
The notional timeline for delivery of these items is represented in the three figures below:

## AFDO SAFHER Core Implementation Schedule 2024



Please note that the above is for illustration purposes only, not indicative of exact project delivery schedule.  
 \*State Discovery, Onboarding & Configuration will be addressed separately

## AFDO SAFHER Core Implementation Schedule 2025

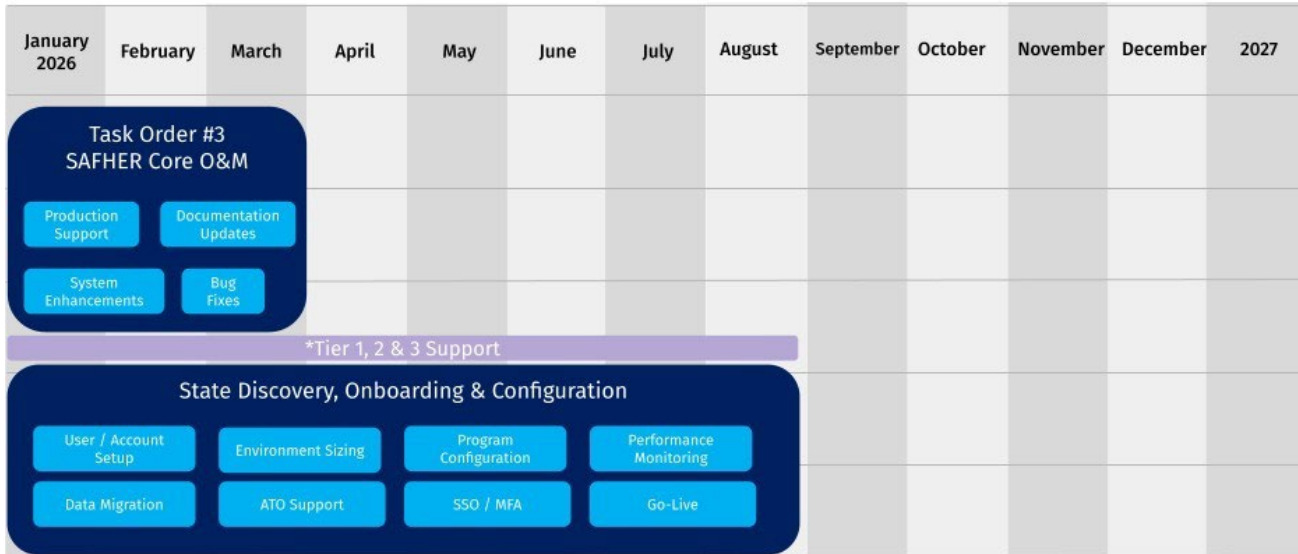


Please note that the above is for illustration purposes only, not indicative of exact project delivery schedule.

\*Tier 1 and 2 support will be provided by a 3rd party vendor.

\*\*State Discovery, Onboarding & Configuration will be addressed separately

## AFDO SAFHER Core Implementation Schedule 2026



Please note that the above is for illustration purposes only, not indicative of exact project delivery schedule.

\*Tier 1 and 2 support will be provided by a 3rd party vendor

\*\*State Discovery, Onboarding & Configuration will be addressed separately

## 3.0 SCOPE OF REQUESTED SERVICES

### 3.1 Ongoing Tasks and Deliverables

AFDO is asking that the Vendor(s) support AFDO and SAFHER Participating States with various continual activities and deliverables required to support SAFHER and SAFHER Go. Any suggestions, or possible efficiency gains, should be addressed in your response to this RFP (see section 6.0: *Vendor Instructions for Response to Request for Proposals*).

#### 3.1.1 Enter a Master Services Agreement with AFDO

The Vendor will be responsible for working with AFDO to establish a Help Desk Support, Operations, and Maintenance agreement that supports SAFHER Core platform. As part of this award, the requirement will be to provide the necessary maintenance and support for the programs used by SAFHER Participating States. These activities may include the following:

- Provide support for SAFHER and SAFHER Go.
  - Provide Tier 1 and 2 Help Desk support for SAFHER and SAFHER Go during normal business hours. Tier 3 and Tier 4 Help Desk support resolution should be worked in coordination with Appian, unless otherwise specified.
  - Problem diagnosis and resolution.
  - Emergency support for urgent requests.
  - Emergency database update requests.
  - General support and problem resolution to ensure SAFHER and SAFHER Go systems are available and operational during normal business hours.
- Provide routine maintenance for SAFHER and SAFHER Go.
  - Modification of support tables to add/modify/delete data that is not maintained through a user interface available to the user community.
  - Work in coordination with Appian to resolve issues identified after an emergency, maintenance, or quarterly release.
  - Coordinate with Appian to provide standard information technology housekeeping activities such as ensuring that the software is using a recent version of any frameworks, utilities, open-source components, or other items upon which the software depends for successful/acceptable operation.
  - Emergency fixes identified through reported issues to the Help Desk.
- Coordinate planning meetings with AFDO and Customers. These meetings will be used to monitor contractor performance, ensure that the contractor is working with technical staff to ensure compliance and alignment with technical direction, and collaborate with the Business Users for future enhancements and modifications to the software.
- Implement and provide ongoing support for integrations necessary for SAFHER and SAFHER Go. Please see section 3.2.3: *Solution and Data Architecture* and section 6.10: *Mandatory Integrations* for additional details.
- Enter agreements with States that include additional licensing costs and hosting services contracted directly by AFDO and remit to AFDO to cover costs, allowing the States to have a single contract for all SAFHER-related services.

- Report on mutually agreed upon key performance indicators and support AFDO and Customer requests.
- Work in coordination with Appian to support post-pilot ongoing SAFHER Core, operations, maintenance, and development work, which will be contracted through the Vendor(s), as outlined in this document.

AFDO anticipates contracts to begin October 2024, and continue through December 2028. The Master Services Agreement will include SAFHER Core. For additional details regarding contracting options, please reference section 3.6: *Anticipated Contract Schedules and Options*.

### 3.1.2 Issue State Contracts

The Vendor will be responsible for working with each state to set up a direct contract with the state agency for the services outlined in this RFP. See section 4.0: *Contract Structure and Terms & Conditions* for more information.

We anticipate state contracts beginning approximately November 1, 2024 (pilot states) with most states onboarding after March 31, 2025-December 31, 2025, and possibly into 2026. States may require additional terms and conditions for their individual agreements, though the master contract includes most common terms and conditions. Further, many states may desire to match the agreement to their fiscal year, normally July 1-June 30. States may require additional bids, SOWs, and responses to procure, though many states may procure via sole source based upon this RFP and resulting master contract. After 2025, new implementations of non-USAFoodSafety and USAPlants states will begin (see section 4.2: *Proposed Contracting Approach* for additional information).

The Vendor will also be responsible for working with SAFHER Participating States to provide Help Desk, Operations, and Maintenance activities necessary to support SAFHER and SAFHER Go. These activities may include the following:

- Provide support for SAFHER and SAFHER Go.
  - Tier 1 and 2 Help Desk support for SAFHER and SAFHER Go during normal business hours. Tier 3 and Tier 4 Help Desk support resolution should be worked in coordination with Appian, unless otherwise specified.
  - Problem diagnosis and resolution.
  - Emergency support for urgent requests.
  - Emergency database update requests.
  - General support and problem resolution to ensure SAFHER and SAFHER Go systems are available and operational during normal business hours.
- Provide routine maintenance for SAFHER and SAFHER Go.
  - Modify support tables to add/modify/delete data that is not maintained through a user interface available to the user community.
  - Work in coordination with Appian to resolve issues identified after an emergency, maintenance, or quarterly release.
  - Coordinate with Appian to provide standard information technology housekeeping activities such as ensuring that the software is using a recent version of any frameworks, utilities, open-source components, or other items upon which the software depends for successful/acceptable operation.

- Make emergency fixes identified through reported issues to the Help Desk.
- Coordinate planning meetings with States. These meetings will be used to monitor contractor performance, ensure that the contractor is working with technical staff to ensure compliance and alignment with technical direction, and collaborate with the Business Users for future enhancements and modifications to the software.
- Implement and provide ongoing support for integrations necessary for SAFHER and SAFHER Go. Please see section 3.2.3: *Solution and Data Architecture* and section 6.10: *Mandatory Integrations* for additional details.
- Enter agreements with States that include additional licensing costs and hosting services contracted directly by AFDO and remit to AFDO to cover costs, allowing the States to have a single contract for all SAFHER-related services.
- Report on mutually agreed upon key performance indicators and support AFDO and Customer requests.
- Work in coordination with Appian to support post-pilot ongoing SAFHER Core, operations, maintenance, and development work, which will be contracted through the Vendor(s), as outlined in this document.

### **3.1.3 Operations and Maintenance**

The operational framework and maintenance strategies of SAFHER and SAFHER Go are designed to be both proactive and adaptive, catering to present needs while being flexible enough to accommodate future technological advancements and regulatory changes. AWS, Appian, and a Windows native application will collectively empower SAFHER and SAFHER Go. All direct platform and database development, updates, modifications, and interactions will be led by the Appian team. The Vendor(s) is expected to coordinate with Appian and AFDO to provide planning and administrative support on behalf of States. The Vendor(s) is also expected to provide the following:

- **Application Checks:** Vendor(s) will establish routine communication with stakeholders to review/intake feedback, provide updates on ongoing development work, and verify the quality and functionality of SAFHER and SAFHER Go. System health/security checks, and their resulting reports, will be provided monthly by Appian. Please note that some States may conduct additional system health/security checks. The Vendor(s) is expected to address feedback from these tests in coordination with Appian.
- **Software Updates:** Communicate and coordinate with AFDO and Appian team to apply patches and updates for all the technologies detailed in this document.
- **Monitor Data Backup:** Vendor(s) should be aware of and periodically check on routine backup of user data and configuration.
- **Disaster Recovery Plan:** Vendor(s) will establish, manage, and execute a plan for quick recovery in case of system failure or data loss. The Vendor(s) will work collaboratively with Appian to ensure all required systems are operational, user data and information security meet quality/legal standards, and SAFHER Core data/functionality has been restored.

- **Communication:** Vendor(s) will manage communication between SAFHER Participating States and AFDO/Appian/Vendor(s). This includes providing updates regarding issues, enhancements, upcoming releases, training, UAT, operational planning, application status, and other ongoing activities.
- Establish and maintain channels for users to provide feedback on SAFHER and SAFHER Go capabilities.
- Manage user feedback for continuous improvement and support Appian in making iterative enhancements to SAFHER. See section 3.3: *Configuration and Customization* for additional details.

### **3.1.4 Resource and Data Security Management**

AFDO requires the Vendor(s) to lead resource management and data security efforts to ensure that SAFHER and SAFHER Go meet best practices and standards.

- **Resource Allocation:** Monitor and coordinate with Appian/AFDO to request adjustments to resource allocation to ensure optimal performance of SAFHER and SAFHER Go.
- **Monitor Troubleshooting:** Coordinate with Appian team who will lead resolution efforts of performance issues, ensuring minimal disruption to users.
- **Manage User Information and Data Security:** Configure user permissions and access to meet state policies and regulatory compliance. The Vendor is expected to coordinate with Appian for more in-depth platform security needs.
- **Regular Review Meetings:** Hold, at minimum, quarterly meetings to review the performance and effectiveness of SAFHER and SAFHER Go.

### **3.1.5 Information Compliance and License Management**

The Vendor(s) should have experience with industry best practices, policies, and protocols regarding information security. See section 5.2 *Information Security and AFDO Regulatory Compliance* for additional details.

- **License Management:** Ensure compliance with software licensing agreements and track licensing needs of each state.
- **Data Privacy:** Adhere to data protection laws and regulations, ensuring user data confidentiality.

### **3.1.6 Customer Service and Help Desk Support**

The Vendor(s) is expected to have a top-tier Customer Service culture and provide Help Desk support. To provide Help Desk Services, the Vendor(s) must be ITIL proficient. Tier 1 and Tier 2 Help Desk services are expected of the Service Provider, unless otherwise specified. Tier 3 and Tier 4 SAFHER Core, platform, and infrastructure Help Desk services will require coordination with Appian, unless otherwise specified. The Vendor(s) is expected to be responsible for Tier 1-4 Help Desk support services for all Vendor-managed non-Appian systems, databases, architecture, infrastructure, environments, etc., needed to support SAFHER and SAFHER Go. For additional details regarding Tier 1, Tier 2, Tier 3, and Tier 4 Help Desk support and

ownership, please see section *1.1: Glossary of Terms*. For additional details regarding Appian dependent support, please see section *3.3: Configuration and Customization*.

The goal of the Vendor(s) Help Desk is to provide AFDO and users of SAFHER with a single point of contact for its employees to report platform, computer, and network issues. Tier-1 support service will be available from 8:00 a.m. Eastern Standard Time to 4:30 p.m. in the latest time zone of a participating state using the support service (currently Alaska time) on business workdays.

AFDO expects the Vendor(s) Help Desk to serve as a transparent interface that provides SAFHER and SAFHER Go users the feel of a one-call, in-house IT service solution. The Vendor's organizational culture should be customer-oriented, proactive, and be able to suggest customer-centric solutions when possible.

Required tasks include, but are not limited to:

- Provide multiple avenues for SAFHER users to report platform, computer, and network issues (e.g., phone, email, online portal).
- Meet with designated AFDO employees no less than once a month to review previous months' Dashboard statistics and address any issues.
- Manage customization bugs/enhancements in coordination with States, AFDO, and Appian (as needed).
- Manage and track all user reported problems, incidents, requests, and access issues. This includes providing responses in a timely manner.
- Coordinate deployment and UAT testing of SAFHER Core bug/enhancement solutions.
- Communicate frequently with states and provide transparency when discussing issues or solutions.
- Assist State IT staff with challenges such as installation of SAFHER Go.

### **3.1.7 Testing and Quality Assurance**

The Vendor(s) is expected to provide thorough testing to ensure that the quality of SAFHER and SAFHER Go meets industry best practices and State standards. The Vendor(s) will provide AFDO, Appian, and States with testing results/feedback needed to decide if code is ready for production release.

- Develop UAT and Regression testing scripts and use cases for stakeholders to follow. Vendor(s) is expected to coordinate with stakeholders to ensure testing is completed within an agreed upon time frame. If defects are discovered during testing, the Vendor(s) is expected to track, validate, and escalate the defects/feedback to the Appian team.
- Coordinate and conduct security testing to ensure capabilities and information align with State policies and regulatory compliance. Any security deficiencies or issues should be addressed in coordination with Appian.



### 3.1.8 Documentation

The Vendor(s) will ensure thorough documentation and tracking of all system configurations, application architecture, training material, release plans, user feedback, and bugs/enhancements.

All documentation created will be the property of AFDO. Please see Terms and Conditions for additional details.

## 3.2 Initial Onboarding Activities

AFDO is asking that the Vendor(s) support States with their onboarding needs and tasks. This will require an organized communication and coordination plan between the Vendor(s), AFDO, Appian, and States. Appian will lead and support technical platform implementation efforts while the Vendor(s) will lead the following activities (see *Appendix F: State Onboarding Workflow* for additional details):

### 3.2.1 Project Management

The Vendor's Project Manager will oversee the coordination between AFDO, States, and Appian's Technical Project Manager during State Onboarding. This individual will ensure onboarding occurs on time and within budget. The Vendor(s) will also be responsible for seeing to it that all status updates, issues, and changes are properly communicated with AFDO, States, and Appian.

### 3.2.2 Data Migration

AFDO is asking that the Vendor(s) provide Data Migration services from legacy USAPlants and USAFoodSafety databases, as well as potential non-legacy State databases. The existing databases are Microsoft SQL and will need to be migrated to Amazon RDS for SQL Server. Data Migration services include:

- Planning and Strategy Development
  - Gather requirements for the scope of the migration, the type of data being moved, the format it needs to be in, the tools required for the process, and the timeline for completion. Please note it is possible some states may request to host their data in their own native environment. Vendor(s) may charge additional costs as needed to accommodate this request.
- Data Assessment and Inventory
  - Assess the data you plan to migrate. This involves understanding the volume, quality, and types of data, and identifying any sensitive or regulated data that might require special handling.
- Designing the Migration Process
  - Design a detailed migration strategy that includes the method of migration (including all-at-once or phased), the architecture of the new system, and the schema from the old system to the new one. Some states may need to phase in programs and have multiple migrations.
- Data Transformation and Cleansing
  - Before migrating, transform and clean the data to ensure quality and format are correct. This includes addressing any data migration defects (such as inaccuracies, duplicates, data format, missing data, transformations, etc.) discovered before or during testing.
- Testing the Migration Process:
  - Conduct a test migration with a subset of data. Vendor(s) will be responsible for executing and confirming whether the test is successful. Appian will assist in validation efforts.

- Executing the Migration:
  - After successful testing, perform the actual data migration.
  - A backup of the original data should be stored separately during and after data migration.
- Data Validation and Quality Checks:
  - Post-migration, validate the data to ensure that it has been accurately transferred and is consistent with the source data.
- Monitoring and Troubleshooting:
  - Monitor the migration process for any issues and troubleshoot problems such as data loss, corruption, or performance issues.
- Post-Migration Cleanup:
  - After migration, there may be a need for cleanup activities such as decommissioning old systems, reconfiguring systems, or updating documentation.

### 3.2.3 Solution and Data Architecture

The Vendor(s) is expected to stand up, manage, and maintain non-Appian cloud environment and infrastructures (databases, ITSM, Program Management, etc.) necessary to onboard and support States. Any activities or systems that may interact with the shared infrastructure will require working in coordination with Appian to ensure no interference with SAFHER Core functionality.

In addition, the Vendor(s) is expected to implement interface integrations necessary for State onboarding (see section 6.10: *Mandatory Integrations* for additional details). Integrations will require:

- Integration Hub: Suggest a technology stack or integration hub/software that will broker integrations between States and the SAFHER platform.
- Integration Management: Manage and execute design/architecture activities in conjunction with both States and Appian engineers.
- Release Management: Coordinate and manage all integration deployment between testing and production environments.
- Integration Support: Manage and coordinate integration support during production and operations and maintenance periods. This includes technical coordination of troubleshooting activities across States, integration hub/software, and the SAFHER/Appian platform.

Tier 1 and Tier 2 Help Desk support for all SAFHER integrations will be the responsibility of the Vendor(s). The Vendor(s) will also be responsible for escalating and coordinating the resolution of Tier 3 and Tier 4 Help Desk support items with the Appian team. If the Tier 3 and Tier 4 Help Desk support item is fully managed by the Vendor(s) and does not impact Appian infrastructure, the Vendor(s) will be responsible for its resolution.

### 3.2.4 Launch and Go-Live Support

Vendor(s) is expected to lead SAFHER and SAFHER Go launch and post-live support for States. Appian will lead any state-specific customization discovery and development efforts required for launch and provide Tier 3 Help Desk support. Responsibilities of the Vendor(s) include but are not limited to:

- Plan a phased or full rollout of the platform.
- Provide users with a summary of each release in advance.
- Coordinate release management plans with States, Appian, and AFDO SAFHER Change Control Board.
- Act as the primary support contact for AFDO and States during go-live.
- Ensure end users can work and access information in a way that meets state policies and regulatory compliance.
- Provide Tier 1 and Tier 2 Help Desk support during go-live to address any immediate issues or concerns.
- Record and track user feedback/requests presented during go-live. Escalate Tier 3 Help Desk support issues (such as SAFHER Core bug) to Appian and coordinate solution release plan.

AFDO is open to alterations to the SAFHER onboarding process and launch approach. However, all SAFHER Core and database changes (with the exception of data migration) will be led by Appian, and all SAFHER Core changes must be approved by the AFDO SAFHER Change Control Board.

### **3.3 Configuration and Customization**

AFDO is asking that the Vendor(s) supports Appian in leading discovery and coordinating any customization or configuration requests from each state. Any requests that may affect SAFHER or back-end programming will require approval from the AFDO SAFHER Change Control Board comprised of SAFHER Executive Advisory Council members.

#### **3.3.1 Configuration**

Vendor(s) is expected to assist Appian and States with configuration efforts (both during and post-onboarding) that do not impact SAFHER Core, or back-end programming. Some efforts may include configuring user roles, permissions, and data access according to the agency's policies and compliance requirements. Other Vendor-led configuration efforts may include changes to Vendor's managed integrations, infrastructure, databases, etc.

#### **3.3.2 Customization**

The Vendor(s) is expected to work in collaboration with Appian to customize the platform based on the specific needs and workflows of the state agency. The Vendor(s) is expected to manage the intake of all requests, while the Appian team will lead discovery efforts. Any State customization or enhancement that affects SAFHER Core will require approval from the AFDO SAFHER Change Control Board before proceeding with development by the Appian team. Key Vendor(s) responsibilities include, but are not limited to:

- **Manage Intake Process:** Vendor(s) will record and track all bugs, enhancements, and requests in an organized backlog. The Vendor(s) may be required to assist stakeholders with backlog prioritization.
- **Gather High-Level Information:** Each item in the backlog should contain high-level information such as submitter, description, desired outcome, expected value, potential solutions etc. If applicable, include representatives from different departments who will use or be affected by any changes.

- **Resolve Minor Items:** If the item does not impact SAFHER Core or require Appian involvement, the Vendor(s) is expected to resolve the issue directly.
- **Data/Value Analysis:** Support stakeholders with data-driven impact analysis of the issue or proposed enhancement. States are expected to lead analysis efforts but may require Vendor(s) support.
- **Testing and Release Support:** After Appian has completed discovery and development of the solution, the Vendor(s) will lead UAT and regression testing efforts to ensure stakeholder satisfaction and regulatory compliance. If testing is successful, the Vendor(s) will add the solution to their release plan and communicate with stakeholders a summary of expected changes. If testing is unsuccessful, the Vendor(s) will report results to Appian to resolve.
- **Training:** The Vendor(s) will ensure end-users are properly trained and familiar with the new functionality. The Vendor(s) is also expected to create/update any training materials/resources as needed.
- **Vendor(s) SOWs for Customization:** Customization SOWs should include all Vendor(s) and Appian costs, and should be collected as part of a single SOW.

AFDO is open to alterations to the SAFHER enhancement process. However, all SAFHER platform and database changes (with the exception of data migration) will be led by Appian, and all SAFHER Core changes must be approved by the AFDO SAFHER Change Control Board. See *Appendix E: Platform Customization and Enhancement Workflow* for additional details.

### **3.4 Vendor Contract and Agreements with States**

As part of the Vendor(s) costs, the Vendor(s) will be expected to collect and remit monthly as directed by AFDO costs including Appian licensing, cloud hosting, development of SAFHER Core (Non-FDA related programs), and other allocated costs. The formula for the cost assessments will be provided by AFDO. Further, Vendor(s) shall collect and remit all costs associated with Appian development and configuration for states. Vendor(s) proposals and SOWs for support and associated activities shall include these pass-through costs. Vendor(s) proposal may include administrative costs associated with cost recovery for Appian licensing, cloud based hosting, and other non-Vendor costs for supporting the system that are allocated to States. The Contracts with states shall also include representations for AFDO and Appian and they may receive confidential data but are under Contract with the Vendor(s) with the same requirements as the Vendor(s).

### **3.5 Appian Experience**

The Vendor(s) must be able to demonstrate extensive experience working with the Appian platform and directly partnering with an Appian (OEM) development team. Although Appian will lead development and Tier 3 Help Desk Support efforts, Vendor(s) project team members should have general knowledge of Appian SAIL functionality to facilitate better communication between States and Appian. The Vendor(s) will detail their Appian experience in their Narrative Proposal Response (see section 6.17: *Relevant Projects and References* for additional details).

### **3.6 Anticipated Contract Schedule and Options**

#### **AFDO Contract:**

We anticipate a full contract to be one year, plus four additional one-year option years for AFDO.

1) Base Term: October 1, 2024 – December 31, 2024

2) Option Year 1: January 1, 2025 – December 31, 2025

- 3) Option Year 2: January 1, 2026 – December 31, 2026
- 4) Option Year 3: January 1, 2027 – December 31, 2027
- 5) Option Year 4: January 1, 2028 – December 31, 2028

If a segmented contract is executed, we anticipate variation in the contract performance terms. Individual State contracts likely will be requested to match state fiscal year (often July 1 to June 30).

## **4.0 CONTRACT STRUCTURE AND TERMS & CONDITIONS**

### **4.1 Contracting /Duty of Cooperation**

In addition to the traditional Contracts between the Vendor(s) and AFDO and the Vendor(s) and States, a Contract or Agreement shall be executed between AFDO, Appian, and the Vendor(s) memorializing key components of the interrelationships and operations between the three parties and ensuring the seamless and transparent collaboration between the key participants in SAFHER. The agreement will become an Attachment to the Master Contract. This agreement will include several key topics:

- Coordination and communication between the parties
- Responsibilities of the parties
- Decision-making responsibilities
- Escalation provisions in the case of disagreements
- Information disclosure and confidentiality
- Security
- Other areas as agreed to by AFDO, Vendor(s), and Appian

### **4.2 Proposed Contracting Approach**

AFDO is open to alterations to the contracting approach/structure proposed by the Vendor(s). However, the proposal must take into consideration the following:

#### **4.2.1 Three Iterations of State Onboarding**

There are three iterations of State onboarding that will alter the contractual relationship between AFDO, Appian, and the Vendor(s):

##### **1. SAFHER Pilot States Onboarding of USAFoodSafety/USAPlants States**

Appian is currently contracted with AFDO for the development, implementation support, licensing, platform support, and infrastructure support of SAFHER and SAFHER Go. As a result, AFDO is seeking a master support contract with the Vendor(s) for State implementation, operations management, application maintenance, and Tier 1 and Tier 2 Help Desk support (see Section 3.0 Scope of Requested Services for additional details). For the first few pilot SAFHER Participating States that will onboard SAFHER, the Vendor(s) will act as the primary agent for all State contracts while leveraging AFDO's contract with Appian for all significant development and infrastructure needs. This includes coordinating road mapping and capacity planning efforts with Appian to support a reasonable minimum (to be defined) set of work for Appian development teams. The Vendor(s) is expected to act as the primary point of contact with States and will lead contracting and scope of work (SOW) negotiations while coordinating with AFDO and Appian. Please reference *Appendix G: Contracting Structure for Pilot States* for additional details.

## 2. SAFHER Post-Pilot States Onboarding of USAFoodSafety/USAPlants States

After pilot SAFHER Participating States have been onboarded successfully, the Vendor(s) will sub-contract Appian directly for continued development and maintenance support. This includes coordinating road mapping and capacity planning efforts with Appian to support a reasonable minimum (to be defined) set of work for Appian development teams. AFDO's contract with the Vendor(s) will remain, but AFDO's position will shift to a more custodial role. The Vendor(s) remains the primary point of contact with States and will lead contracting and SOW negotiations while coordinating with AFDO and Appian. Please reference *Appendix H: Contracting Structure for Post-Pilot States* for additional details.

## 3. SAFHER Onboarding of New States

For Potential States, the Vendor(s) will sub-contract Appian directly for onboarding (and continued) development and maintenance support. This includes coordinating road mapping and capacity planning efforts with Appian to support a reasonable minimum (to be defined) set of work for Appian development teams. New States will leverage AFDO's Master Services Agreement for procurement purposes. The Vendor(s) remains the primary point of contact with States and will lead contracting and SOW negotiations while coordinating with AFDO and Appian. Please reference *Appendix H: Contracting Structure for Post-Pilot States* for additional details.

### 4.2.2 State Sole Source Contracting

Most States will use a sole source contract for the implementation and ongoing support of SAFHER and SAFHER Go. The Vendor must act as the single contract entity in this contract with States.

### 4.2.3 Change Control Board

All changes that may directly or indirectly impact SAFHER Core, platform, data model, or infrastructure must be approved by the AFDO SAFHER Change Control Board before proceeding.

### 4.2.4 Appian Responsibilities

Appian will be responsible for the following tasks both during and after State onboarding of SAFHER and SAFHER Go. The Vendor(s) and Appian are expected to sign an agreement to align on the responsibilities denoted throughout this document and summarized below:

- Solution and Data Architecture:
  - Gathering sizing details from States and working with AFDO to set up and configure the environment to properly accommodate each State.
  - Monitoring and adjusting the infrastructure based on onboarding States or usage changes.
  - Ensuring that the shared environment is publicly accessible via the internet.
  - Connecting Appian environment to States via SSO/MFA (if applicable).
- Solution Development:
  - Appian will gather requirements, develop, and deploy all changes, upgrades, enhancements, and bug fixes that directly impact SAFER Core, platform, or infrastructure. All SAFHER Core

and State-specific requests will be approved by the Change Control Board before development.

- Delivering initial artifacts produced during development to enable the Vendor(s) to properly communicate solutions, issues, progress, and changes with States.
  - Ensuring interface connectivity to fit SAFHER Core.
  - Providing technical guidance and assisting with troubleshooting efforts.
  - Implementing changes to the data model.
- Solution Testing:
    - Conducting unit and system testing as part of sprint-based delivery to verify that development is successful.
    - Modifying and testing SAFHER platform/infrastructure to accommodate volume of onboarding States to ensure overall system performance.
    - Providing base security package materials and modifying based on Vendor(s)/State needs and routine checks.
  - Data Migration:
    - Providing database resources/materials to enable the Vendor(s)/States to properly clean, transform, and load data.
  - Tier 3 and Tier 4 Support:
    - Investigating and resolving Tier 3 and Tier 4 Help Desk Support issues/feedback (as defined in section 1.1: *Glossary of Terms*) escalated by the Vendor(s).
    - Coordinating with the Vendor(s) on ticket status updates and solution plan.
  - Training:
    - Providing summary training material and leading train-the-trainer sessions during State onboarding and when introducing new complex functionality.
  - System/Environment Health Checks:
    - Monitoring SAFHER environment through scheduled health checks to gauge overall performance and resource capacity.
    - Running, analyzing, and acting on routine system health checks during and after State onboarding. All health checks and resulting action plans will be reviewed by the Change Control Board before any changes.

### **4.3 Master Services Agreement with AFDO**

As outlined in section 3.1: *Ongoing Tasks and Deliverables*, the Vendor(s) is expected to issue a Master Services Agreement with AFDO to establish a Help Desk Support, Operations, and Maintenance agreement that supports SAFHER Core and SAFHER Go.

### **4.4 Master Services Agreement (Terms & Conditions)**

All parties will agree to the Terms and Conditions outlined in *Attachment C: Master Services Agreement with AFDO Terms & Conditions*. The Vendor(s) shall provide a red-lined version with any proposed changes. If there are no changes from the Vendor(s), they shall be deemed accepted and not eligible for further negotiation.

## 5.0 RFP PROCESS AND RESPONSE INFORMATION FOR VENDOR(S)

### 5.1 RFP Process and Participation/Submission Instructions

AFDO has invested in an RFP development process that adheres to best practices. As such, this RFP development process yields significant benefits in improving on existing food safety regulatory management solutions' ROI while improving outcomes across a variety of key measures. Adherence to this process will not only improve the quality of SAFHER's delivery and purchasing decision(s) but also provides Vendor(s) with an even playing field to be evaluated in a fair and consistent fashion.

This RFP serves as an invitation for Vendor(s) to submit a proposal addressing the need for a redesigned Food Safety regulatory platform for AFDO and AFDO's affiliated agencies. In addition, this RFP provides the managerial framework orchestrating the following events and their corresponding participation or submission instructions:

#### 5.1.1 Release to Vendors

This RFP includes AFDO's background, SAFHER's project scope and objectives, proposal evaluation criteria and methodology, and other pertinent acquisition details.

#### 5.1.2 Pre-Proposal Conference Call

AFDO will hold a Pre-Proposal conference call as indicated in the Schedule of Activities herein. The Pre-Proposal conference call will take place on April 10, 2024, at 4:00 p.m. York, PA time. Attendance at the Pre-Proposal conference call is not mandatory. It will be an opportunity for Vendor(s) to ask questions to clarify services requested in this RFP and receive immediate answers from subject-matter experts. The conference is projected to last one (1) hour.

The purpose of the Pre-Proposal conference call is to clarify the intent of the SAFHER solicitation and answer any questions the Vendor(s) may have. The Zoom meeting link shown below will also be shared on the AFDO website.

<https://www.zoomgov.com/j/1616150646?pwd=VEkwNng0UGxraGt3NVQ5TXZESGJOUT09>

#### 5.1.3 RFP Q&A

AFDO will be bound only to AFDO's written answers to questions. Questions arising at the pre-proposal conference or in subsequent communication with AFDO will be documented and answered in a written Q&A form with online accessibility (Q&A will be posted online). The Vendor(s) has the responsibility of checking the AFDO website for addenda or modifications prior to submitting their proposal. AFDO accepts no liability and will provide no accommodation to Vendor(s) who fail to check for addenda and submit inadequate or incorrect responses.

~~Requests for clarification of the Vendor response event must be submitted in writing **by 5:00 p.m. York, PA time on April 29, 2024**, to the following email address:~~

**Requests for clarification of the Vendor response event must be submitted in writing **by 5:00 p.m. York, PA time on April 26, 2024**, to the following email address:**

[Vendor\\_5pzt1nno5wpxr9wb@u.box.com](mailto:Vendor_5pzt1nno5wpxr9wb@u.box.com)

Please write in the email subject line:

Vendor Name\_ AFDO-24-001\_Questions



Responses to all questions will be posted online periodically but no later than seven (7) days prior to submission date: May 10, 2024. Questions must be submitted using the format referenced in *Attachment A: Question Template*.

Answers to questions will be available in the form of an addendum on the AFDO website at <https://www.afdo.org/safher/rfp/>.

#### **5.1.4 Vendor Letter of Intent to Submit Proposal**

Vendor(s) must notify AFDO of their intent to submit a response to this SAFHER RFP by sending a Letter of Intent ***before April 19, 2024, by 5 p.m. York, PA time***. Please note that Vendor(s) should **ONLY use attachments for sharing content as no content from the body of the email will be sent through to the Box email address below**. Letters of Intent must be titled as follows:

Vendor Name: [INSERT NAME]

Response RFP #: AFDO-24-001

Document Type: i.e., Response, Cost Proposal, etc.

**Example:** Vendor Name\_AFDO-24-001\_Letter of Intent

**Email address for all submissions:**

[Vendor.5pZR1nno5wpxr9wb@u.box.com](mailto:Vendor.5pZR1nno5wpxr9wb@u.box.com)

#### **5.1.5 Vendor Proposals Submissions**

Only Vendors who submit an emailed Letter of Intent are invited to submit an RFP response. **Please note that Vendor(s) should ONLY use attachments for sharing content as no content from the body of the email will be sent through to the Box email address below**. All RFP responses must be submitted electronically on ***May 10, 2024, by 5 p.m. York, PA time***.

Response must be titled as follows:

Vendor Name: [INSERT NAME]

Response RFP #: AFDO-24-001

Document Type: e.g., Response, Cost Proposal, etc.

**Example:** Vendor Name\_AFDO-24-001\_Response

**Email address for all submissions:**

[Vendor.5pZR1nno5wpxr9wb@u.box.com](mailto:Vendor.5pZR1nno5wpxr9wb@u.box.com)

Vendor(s) must furnish all information necessary in the RFP response to enable AFDO to adequately evaluate the proposal. Responses not in possession of AFDO at the time of the response deadline will not be considered. The costs of preparation and delivery of the proposal, and any requested demonstrations, presentations, or interviews are solely the responsibility of the Vendor(s).

A responder may modify a response at any time prior to the closing date and time for receipt of responses. Vendor(s) are asked to notify AFDO of their desire to make a modification by email using the email address below. An AFDO representative will then provide a new Box email address for the Vendor(s) to submit their modified RFP submission.

[Rfp@afdo.org](mailto:Rfp@afdo.org)

Failure to notify AFDO of any conflicts or ambiguities in this RFP may result in items being resolved in the best interest of AFDO. Any modification to this response event shall be made in writing by addendum.

All notices, demands, requests, approvals, reports, instructions, consents, or other communications (collectively “notices”) that may be required or desired to be given by either Party to the other shall be emailed to:

[Rfp@afdo.org](mailto:Rfp@afdo.org)

By submission of a response, the responder acknowledges and accepts all terms and conditions of the RFP unless clearly avowed and wholly documented in a separate section of the Technical Proposal to be entitled “Exceptions.”

#### **5.1.6 Evaluation of Proposals**

See *Appendix D: Proposal Evaluation Process* for a detailed description of the evaluation process.

#### **5.1.7 Oral Presentation**

AFDO reserves the right to request an oral presentation to observe firsthand the proposed solution(s). The oral presentation is intended to provide a general idea of a Vendor’s experience with Appian, Product Onboarding / Implementation, Data Migration, and Ongoing System Operations, Maintenance, and Support. It provides deeper information and insight into the breadth of capability the proposed solution offers while providing an opportunity to question specifics about the solution’s features.

An oral presentation may be required of finalist Vendor(s), or only the Vendor(s) who appears to be the Successful Vendor(s).

In the anticipated format, Vendor(s) will be given 45 minutes to present, followed by a 15-minute Q&A session. It is highly recommended that Vendors include visuals in their presentation to help illustrate their experience in meeting the requested services/capabilities. Vendor(s) are expected to speak to the following at minimum:

- Company Background and Culture
- Primary Team Members, Roles, Responsibilities, and Experience
- Relevant Project Experiences
  - Experience Partnering with Appian
  - Experience Collaborating with Multiple Third Parties on a Single project
  - Product Implementation/Onboarding Approach
  - Customer Service Approach and Measurements of Success
  - Change Control Experience
  - Data Migration Experience
  - Operations and Maintenance

- Maintaining Information Security and Regulatory Compliance
- Testing and Quality Assurance Best Practices
- Proposed Project Plan and Solutions for SAFHER
  - State Onboarding Approach
  - Post-Launch Operations and Maintenance Plan
- High-Level Estimated Timeline/Schedule for Single State Onboarding

All presentations will be held virtually via Zoom from June 3, 2024, to June 5, 2024. However, AFDO reserves the right to request in-person oral presentations. Vendor(s) scheduling of available oral presentation time slots will be done on a first-come-first-served basis.

The evaluation team may ask questions that are unique to the proposal and expand upon recommendations to help refine AFDO’s approach to delivering SAFHER’s requirements.

**5.1.8 Announcement of Successful Vendor(s)**

AFDO will consider all the information and will announce the firm that has been selected as the Successful Vendor(s). Contract negotiations will begin immediately following the announcement of the Successful Vendor(s). Should negotiations fail, AFDO reserves the right to proceed in negotiating with the next successful Vendor(s). Announcement related to RFP status will only be made to submitting Vendor(s) after the conclusion of the procurement process.

**5.2 RFP Schedule of Events**

**Schedule:**

<b>Task</b>	<b>Date</b>
RFP Released to Vendors	April 5, 2024
RFP Q&A Period Start Date	April 8, 2024
Pre-Proposal Conference	April 10, 2024
Submit Letter of Intent to Submit Proposal	April 19, 2024, by 5 p.m. York, PA time
RFP Q&A Period End Date	April 26, 2024, by 5 p.m. York, PA time
Final Posting of Answers to Questions Received	May 3, 2024
Proposals Due to AFDO	May 10, 2024, by 5 p.m. York, PA time
Proposal Evaluation Start Date (Rounds 1 and 2)	May 13, 2024
Oral Presentations (if applicable) (Round 3)	June 3-5, 2024
Anticipated Award Notification	June 14, 2024
Anticipated Start Time	October 1, 2024

AFDO reserves the right to modify this schedule at AFDO's discretion. Notification of changes in the response due date would be posted on the AFDO website or as otherwise stated herein. All times and dates are York, PA time.

### **5.3 Most Favorable Terms**

The RFP response proposal should be submitted initially on the most favorable terms which the Vendor(s) can propose. There is no best and final offer step in the RFP evaluation process. AFDO does reserve the right to contact Vendor(s) for clarification of their proposal.

The Successful Vendor(s) should be prepared to accept this RFP as the foundation for incorporation into a contract resulting from this RFP. Contract negotiations may incorporate the entire proposal. It is understood that the proposal will become a part of the official procurement file on this matter.

### **5.4 Revisions to the RFP**

AFDO reserves the right to change the acquisition process schedule or issue amendments to the acquisition documents at any time prior to the submission deadline. AFDO also reserves the right to cancel or reissue the acquisition documents.

In the event it becomes necessary to revise any part of this RFP, a formal notice of RFP amendment (in sequential number order) will be made available on AFDO's website. For this purpose, the published questions, answers, and any other pertinent information shall be provided as an addendum to the RFP and will be placed on AFDO's website. It is the Vendor's responsibility to check AFDO's website for website for addenda or modifications prior to submitting their proposal. AFDO accepts no liability and will provide no accommodation to proposers who fail to check for addenda and submit inadequate or incorrect responses. AFDO also reserves the right to cancel or to reissue the RFP in whole or in part, prior to execution of a contract.

All responses to this RFP shall be based on the material contained in this RFP, and associated amendments, if any.

### **5.5 Proprietary/Confidential Information and Public Disclosure**

In order to protect the integrity of the contracting process, which is vital to AFDO's interest, proposals will not be disclosed until after award and signing of the contract. However, following the issuance of a Notice of Intent to Award a Contract, the contents of all Proposals and any resulting contract are subject to disclosure as required under the Federal Freedom of Information Act (FOIA) and will be in the public domain and available for inspection by interested parties, except for information for which Respondent requests confidential treatment and which is found to be exempt from disclosure under FOIA or any specific state laws.

To the extent Vendor(s) find it necessary to include, it is the Vendor's obligation to be familiar with federal/state FOIA laws and to submit both a ~~Public and Private (redacted)~~ **Public (redacted) and Private** version of any Proposal together with a document identifying with specificity the basis of any redaction (identifying the same as trade secret, financial, and proprietary information) ("Confidentiality Designation Form").

trade secrets, confidential or proprietary information in a Proposal, said information must be of the type legally recognized as such and protected by law, and must clearly be labeled "Proprietary" and redacted on each individual page of the Public version of the Response. **If Vendor(s) fail to properly submit a Public and Redacted Proposal (together with a Confidentiality Designation Form), the proposal, in its entirety, will be treated as a "Public Copy" and may be publicly disclosed without redaction the Notice of Intent to Award a Contract.**

AFDO will not advise a Vendor(s) as to the nature or content of documents entitled to protection from disclosure under FOIA or other laws, as to the interpretation of such laws, or as to the definition of trade secret or financial or proprietary information. Nothing contained in this provision will modify or amend requirements and obligations

imposed on AFDO by FOIA or other applicable law. Portions or the entire response of the successful Vendor(s) may be provided to any state that is interested in procuring SAFHER.

## **5.6 Responsiveness**

All proposals will be reviewed by AFDO to determine compliance with administrative requirements and instructions specified in this RFP. If Vendor(s) fails to comply with any part of the RFP requirements, they may be notified that the entire proposal has been rejected for non-responsiveness. Further, if a proposal has what AFDO considers in its sole discretion to be a minor administrative irregularity, AFDO reserves the right to overlook the minor infraction and accept the proposal for evaluation.

## **5.7 Costs to Propose**

AFDO will not be liable for any costs incurred by the Vendor(s) in the development and submission of the response to this RFP, in conduct of a presentation, or any other activities related to responding to this RFP. This includes costs to determine the nature of the engagement, negotiating for the contract, plus travel and other costs associated with responding to this RFP.

## **5.8 No Obligation to Contract**

This RFP does not obligate AFDO to contract for services specified herein.

## **5.9 Rejection of Proposals**

AFDO reserves the right at its sole discretion to reject any and all proposals received without penalty and not to issue a contract as a result of this RFP. Late proposals will be retained unopened in the file and will not receive consideration. Issuance of this RFP in no way constitutes a commitment by AFDO to award a contract.

AFDO may reject a proposal for reasons including without limitation:

- The Vendor(s) presents the information requested by this RFP in a format inconsistent with the instructions of the RFP or otherwise fail to comply with the specifications of this RFP.
- The Vendor(s) acknowledges that a mandatory specification of the RFP cannot be met.
- Vendor Proposal changes a material specification of the RFP or is not compliant with the mandatory specification of the RFP.
- Vendor Proposal limits the rights of AFDO.
- The Vendor(s) provides misleading or inaccurate responses.
- The Vendor(s) submits multiple variations of their RFP response. Only the latest version submitted within the accepted time frame will be considered.
- The Vendor(s) fails to submit an Intent to Submit Proposal within the accepted time frame.
- The Vendor(s) is unable to demonstrate extensive experience with the Appian platform.
- The Vendor(s) is unable or unwilling to meet the contracting requirements outlined in Section 4.0: Contracting Structure and Terms & Conditions.

## **5.10 Commitment of Funds**

The Director of AFDO or his delegate is the only individual who may legally commit AFDO to the expenditures of funds for a contract resulting from this RFP. No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

## 5.11 Pricing Information

The Vendor's response to *Attachment B: Vendor Cost Proposal* must provide the total price: installation and maintenance costs for each equipment item and/or software product, and services proposed that are necessary to satisfy the requested services/requirements outlined in this RFP.

All elements of recurring and nonrecurring costs, which must be borne by AFDO and/or the States, must also be identified.

The Vendor(s) Cost Proposal Sheet will be used to submit this information and must be all-inclusive of the total cost of the project. This includes any Pricing and Billing questions contained in the Vendor Cost Proposal Sheet.

## 5.12 Supplemental Material

The Vendor(s) may submit materials such as brochures, articles, specifications, and report samples that the Vendor(s) believes to be helpful, but all materials are subject to the following:

- Such supplemental materials will not qualify as substitutes for direct answers within the response.
- Supplemental materials may be referenced in, but must not be combined with, a required component of the response.
- Such supplemental materials are for the benefit of the evaluators, but they will not be required to use them. Therefore, answers within the response must be complete and stand on their own merits.

## 5.13 Response Property of AFDO

All materials submitted in response to this acquisition become the property of AFDO. Selection or rejection of the response does not affect this right.

## 5.14 Third-Party Vendor

AFDO will accept responses that include third-party equipment and/or software only if the proposing Vendor(s) agrees to act as prime Vendor(s) and guarantor for all proposed equipment and software. Vendor(s) must disclose the use of any third-party Vendor(s) equipment or software and indicate willingness to assume prime Vendor(s) responsibility. At AFDO's request, Vendor(s) shall, subject to the terms of any third-party contracts, procure for AFDO any state authorizations or licenses necessary to grant AFDO and/or the State the use and benefit of any third-party equipment and/or software.

# 6.0 VENDOR INSTRUCTIONS FOR RESPONSE TO REQUEST FOR PROPOSALS

## Vendor Instructions:

**For your Narrative Proposal Response, please format your response by using the section headers in the following sections (Section 6.0, including sub-sections) and address the items mentioned in each section and sub-section. The Narrative Proposal Response must be written in minimum 12-pt. font, on 8.5x11-inch paper and adhere to a 60-page limit. This limit excludes the Signature Sheet, Sample MSA Contract, Vendor Cost Proposal Sheet, and any redlining to the contracts referenced in this document. If you intend to include brochureware, please submit it as a separate attachment.**

## 6.1 Executive Summary

The executive summary should describe the Vendor's response at a high-level in terms of project approach, perspective, staffing, skill levels, and overall work description. It should demonstrate that the Vendor(s)

understands the scope and objectives of SAFHER and give the reader a strong general overview of the Vendor's management and technical understanding of the project.

The Vendor(s) response should address the following in their Executive Summary:

- A statement which describes the Vendor's understanding of the work involved in performing the scope of work (reference Section 3.0: Scope of Requested Services).
- A statement on the Vendor's willingness to meet the contracting terms detailed in Section 4.0: Contract Structure and Terms & Conditions.
- Critical success factors and actions AFDO should consider throughout the project.
- Risks associated with the services – risks that the Vendor(s) may control or mitigate, and any risks that are beyond the Vendor's control.
- Approach and standards surrounding Customer Service and Vendor's Organizational Culture.
- How the proposed services will address the needs of SAFHER, and why AFDO should select the Vendor's proposed services.

## 6.2 Information Security and AFDO Regulatory Compliance

Please briefly detail how services address the requirements below and the ones mentioned in the above section, along with any other product capabilities and functions that may be of interest to AFDO. **To the extent that Vendor(s) is unable to meet any requirement set forth in this RFP, that must be noted in the Response. Otherwise, if selected as the Successful Vendor(s), is bound to meet all requirements set forth herein.**

- Information Security Requirements

The Vendor agrees to follow industry best practices, policies, and protocols regarding security. The Vendor(s) shall comply with all laws and regulations applicable to the use and provision of the services and products. Vendor's security controls shall meet all federal and state laws. Prompt notification will be made to AFDO when any security breach occurs. The Vendor(s) shall respond to any customer security analysis with a remediation plan within 15 calendar days of receipt of such analysis.

The Vendor(s) shall use appropriate safeguards to protect the Data from misuse and unauthorized access or disclosure, including: Maintaining adequate physical controls and password protections for any server or system on which the Data is stored, ensuring that Data is not stored on any mobile device (for example, a laptop or smartphone) or transmitted electronically unless encrypted, and taking any other measures reasonably necessary to prevent any use or disclosure of the Data other than as allowed under this agreement.

The Vendor is to comply with federal, state, and local government standards as applicable for FISMA, HIPAA, FTI IRS 1075, SSA, PCI, COBIT for the sharing of data. Additional requirements will be needed for Federal Tax Information, Social Security Information, IRS data, HIPPA data, Criminal Justice Information, and other unique specifications as designated.

Any subcontractors or other key personnel must enter an information sharing agreement with FDA, the grantee, and SLTT partners under 21 CFR 20.88(e).

- Restricted Use Information

"Restricted Use Information" means information provided to Vendor(s) by or at the direction of AFDO or States, or to which access was provided to the Vendor(s) by or at the direction of AFDO, in the course of Vendor's performance under this Agreement that: (i) identifies or can be used to

identify an individual (including, without limitation, names, signatures, addresses, telephone numbers, email addresses, and other unique identifiers); or (ii) can be used to authenticate an individual (including, without limitation, employee identification numbers, government-issued identification numbers, passwords or PINs, financial account numbers, credit report information, biometric or health data, answers to security questions, and other personal identifiers). The Vendor(s) shall comply with Standard of Care in the use of this restricted use information as follows:

Vendor(s) acknowledges and agrees that in the course of its engagement by contracting agencies, the Vendor(s) may receive or have access to Restricted Use Information.

Vendor(s) shall comply with the terms and conditions set forth in this Agreement in its collection, receipt, transmission, storage, disposal, use and disclosure of such Restricted Use Information and is responsible for the unauthorized collection, receipt, transmission, access, storage, disposal, use and disclosure of Restricted Use Information under its control or in its possession by all Authorized Persons. Vendor(s) shall be responsible for, and remain liable to, the contracting agencies for the actions and omissions of all Authorized Persons that are not Authorized Employees concerning the treatment of Restricted Use Information as if they were Vendor's own actions and omissions.

Restricted Use Information is deemed to be Confidential Information of the contracting agencies and is not Confidential Information of the Vendor(s). In the event of a conflict or inconsistency between this Provision and other provisions of this Agreement, the terms and conditions set forth in this Provision shall govern and control.

In recognition of the foregoing, Vendor(s) agrees and covenants that it shall:

keep and maintain all Restricted Use Information in strict confidence, using such degree of care as is appropriate to avoid unauthorized access, use or disclosure; use and disclose Restricted Use Information solely and exclusively for the purposes for which the Restricted Use Information, or access to it, is provided pursuant to the terms and conditions of this Agreement, and not use, sell, rent, transfer, distribute, or otherwise disclose or make available Restricted Use Information for Vendor's own purposes or for the benefit of anyone other than AFDO and States, in each case, without AFDO's or the State's prior written consent; and not, directly or indirectly, disclose Restricted Use Information to any person other than its Authorized Employees/Authorized Persons, including any sub-contractors, agents, outsourcers or auditors (an "Unauthorized Third Party"), without express written consent from the contracting agencies, as applicable, unless and to the extent required by Government Authorities or as otherwise, to the extent expressly required, by applicable law, in which case, Vendor(s) shall (1) notify the contracting agencies before such disclosure or as soon thereafter as reasonably possible; (2) be responsible for and remain liable to the contracting agencies for the actions and omissions of such Unauthorized Third Party concerning the treatment of such Restricted Use Information as if they were Vendor's own actions and omissions; and (3) require the Unauthorized Third Party that has access to Restricted Use Information to execute a written agreement agreeing to comply with the terms and conditions of this Agreement relating to the treatment of Restricted Use Information.

- FedRAMP requirement

As a result of some federal data being managed in the platform, the proposed solution shall meet FedRAMP Moderate requirements.



- Accessibility Requirements

AFDO is committed to making SAFHER readily accessible to and usable by individuals with disabilities as required by law. AFDO seeks a solution that will allow it to meet that commitment. Accordingly, by submitting a response, Vendor(s) represents and warrants that the solution to be provided in the RFP response will be designed, produced, and delivered in such a way that will enable AFDO to comply with [Section 508 of the Rehabilitation Act of 1973, as amended \(29 U.S.C. § 794d\)](#), and the Americans with Disabilities Act, to the extent the Vendor's solution may be covered by that act. All tasks for testing functional and/or technical requirements must include specific testing for Section 508 compliance. The Vendor(s) must document applicable standards evaluated, and document acceptable testing (see below).

Explain how the solution proposed will be designed, produced, and delivered in such a way that will enable the contracting agencies to comply with [Section 508 of the Rehabilitation Act of 1973, as amended \(29 U.S.C. § 794d\)](#), and the Americans with Disabilities Act, to the extent the solution may be covered by that act. Please describe your efforts to be compliant with WCAG 2.0 Level AA for web-based technology, Section 508 of the Rehabilitation Act, and the Americans with Disabilities Act by answering the following questions and attaching any supporting documentation to the proposal response.

Does your company have a Voluntary Product Accessibility Template (VPAT) for a current version of your product that documents product conformance with Section 508 Standards and/or WCAG 2.0 Standards? Please note this is only regarding products recommended/included in the Vendor(s) solution approach outside the Appian platform. If your company has a VPAT, please provide it as an attachment to your proposal. If your company does not have a VPAT, please describe your perspective on **accessibility and any exceptions** you believe are applicable.

Please describe your **accessibility conformance testing process**.

Does your company have an **Accessibility Roadmap** to remediate any accessibility gaps in a reasonable period of time? *An Accessibility Roadmap can be a list and description of accessibility gaps, including current resolution status of each gap and a specific timeline for remediation. An Accessibility Roadmap also lists any known workarounds to provide end-users access until the Vendor(s) has resolved each of the accessibility gaps. If an Accessibility Roadmap is available, please provide it as an attachment to your proposal.*

### 6.3 Proposed High-Level Project Plan, Project Schedule, and Project Management Approach

The Vendor(s) should provide a proposed High-Level Project Plan that includes all project requirements, project phases (including implementation timeline and phasing), milestones, associated activities, deliverables, and dependencies. Identification of Vendor(s), AFDO, and State resources (i.e., who performs which task) should also be included. The proposed High-Level Project Plan should describe any pre-project work activities your organization performs.

This section of the proposal should contain sufficient detail to convey to the RFP evaluation team of the Vendor's knowledge of the skills and activities necessary to successfully onboard, maintain, and improve SAFHER. The Vendor(s) may also present any creative approaches that might be appropriate and provide any pertinent supporting documentation.

Include within the proposed project schedule your approach and methodology when onboarding States to SAFHER, as well as estimated time frame based on past experiences. The Discovery Phase is not to exceed 1 month. It is

understood that the exact start and end dates in the proposed High-Level Project Plan will not be finalized until after an agreement with the Successful Vendor(s) has been negotiated and executed.

For the RFP response, describe the project management approach that will keep the project on time, within scope, and on budget. Please include recommended implementation approach (e.g., parallel versus sequential implementation of modules), and the costs and/or risk associated with the approach you are recommending. This should include a description of the Project Management Methodology and any known risks, assumptions, and constraints regarding your proposed approach. Additionally, please describe what Agile management and issue tracking system shall be employed for the development, implementation, and management of the proposed solution. AFDO shall own the instance of the selected project management tool. AFDO's current preference is toward using a JIRA solution; if a different solution is proposed, Vendor(s) should provide reasoning for the selection.

Further, describe your approach to organizational change management and communications and process improvement for SAFHER to prepare users for new system adoption. Include in the description any deployments of marketing approaches or techniques to reach a broader audience of stakeholders. Additionally, describe how your staff will participate in SAFHER's change management strategy focusing on a customer-first mindset. Describe your customer service standards and how you would approach competing/conflicting requests from stakeholders, user reported system issues, low-priority requests, and reluctance to accept new functionality or process flows.

Describe any suggested activities that AFDO and States could complete prior to the start of the project implementation that would accelerate or facilitate the implementation.

#### **6.4 Vendor Proposed Project Organization**

The organization of the project staff is an important factor in the success of SAFHER. The intent of this section is to determine if the Vendor(s) has the technical and support staff to accommodate SAFHER project needs. AFDO needs to be confident the Vendor(s) can provide the services and training necessary for this project. This section will enable the Vendor(s) to describe their proposed approach for staffing, align to their proposed project plan, and define how those resources are coordinated to work effectively with AFDO, States, and the user community.

Specifically, Vendor(s) shall identify all project leads and require any such leads to execute a 3-year contract with Vendor. Vendor(s) shall indicate its willingness to agree to pre-approval by AFDO for any of Vendor's project leads. In the event that any project lead terminates their position or is terminated by Vendor(s), Vendor(s) shall provide AFDO with adequate notice, except in circumstances in which such notice is not possible and shall work with AFDO on a mutually agreeable transition plan in order to provide an acceptable replacement and ensure timely project continuity. Any transition or corresponding ramp-up of the replacement lead shall be at no additional cost to AFDO. Still further, for any delay in performance of Vendor's services caused by the change in project leads, AFDO has the right to require a penalty payment of \$10,000 per month.

For the RFP response, describe the makeup of the proposed team and define the key roles of the proposed team, including the types and numbers of staff proposed for the team. The response should, at a minimum, include:

- A SAFHER project organization chart
- Description of how the Vendor(s) aligns to strategic product management using Agile delivery methodology
- Examples of the tools utilized for product management
- Examples of product artifacts such as user stories and backlogging, which can be used to demonstrate alignment with the proposed SAFHER solution, processes, operating model, and the AFDO staff structure

- Division of responsibilities between the Vendor(s) and the contracting agencies with regard to product ownership and product management in outline form
- Methods and resources the Vendor(s) utilizes to acquire business and industry subject matter expertise in outline form
- For each member of the Vendor's staff include:
  - Role and responsibility on the Team
  - Roles that Vendor(s) has, and which roles will have to contract for
  - Description of knowledge, skills, and abilities
  - Description of experience in similar projects
  - Years of experience with the Vendor(s) and proposed solution

Vendors are also encouraged to provide an overview of the activities, programs, and training that their organization has installed or participated in to increase organizational knowledge and awareness of diversity, equity, inclusion, and accessibility.

During the Demonstrations, Presentations, and Project Team Interviews (Round 3) of the evaluation process, the Vendor(s) shall specifically name the staff identified in its proposal who will perform the assigned work. Any Vendor(s) staff member or staff substitution must have the prior approval of AFDO.

## 6.5 Vendor Proposed Contracting Structure

The coordination between the Vendor(s), Appian, States, and AFDO is critical to the success of SAFHER. The intent of this section is to determine if the Vendor(s) is able and willing to meet the contracting requirements outlined in section 4.0: *Contract Structure and Terms & Conditions* to accommodate SAFHER project needs. This section will enable the Vendor(s) to confirm their willingness to meet the contracting requirements and describe any changes to the proposed approach in how the contractual agreements between the Vendor(s), Appian, and AFDO should be organized, in a way that would best support the implementation and ongoing support of SAFHER for States.

For Vendor-proposed changes, describe the makeup of the contractual relationships/responsibilities between the Vendor(s), Appian, AFDO, and States. See section 4.0: *Contract Structure and Terms & Conditions* for additional details.

## 6.6 Implementation and Data Migration

Vendors should outline the approach to implementation. The approach should address the following:

- Describe the typical installation process including Vendor's standard methodology for providing advanced technical services such as major version upgrades, integrations, and rollout of customizations. Then describe how this approach would be adjusted to work in collaboration with Appian as the technical lead responsible for development and platform upgrades. If the described methodology is different from the Vendor's standard approach, Vendors should indicate their reasoning.
- Describe what business process workflow documentation is required for implementation in the proposed solution. Further, a description should be provided of how Vendor(s) will assess existing business process workflows for migration into the new system with improvements as necessary or appropriate.
- Describe the approach for the creation of custom reports and the configuration of standard reports during the implementation process. Describe Vendor's recommended approach to evaluating existing forms and reports, to ensuring reporting needs are met. Describe Vendor's role and level of effort in supporting this task. Describe how the report in the future can be maintained and updated and the level of Vendor(s) support required for these changes. Provide any incorporated solutions used for reporting.

- Describe the process and approach for successful data migration of historical data from existing systems (USAFoodSafety and USAPlants), and other systems, to the proposed solution. Describe any tools the vendor(s) will use to complete the data migration. Outline Vendor's role and tasks, State role and tasks, and any additional costs associated with the effort. Ensure the description addresses the suggested breadth and depth of data to be migrated.
- Describe any tools and enablers included in your implementation approach that facilitates thorough and efficient functional testing of SAFHER. Specify the types of testing that are included in your approach and stakeholder involvement.
- Detail Vendor's cutover and go-live process. Address how the initial high volume of support needs is handled during this period and describe steps to determine go-live readiness.
- Describe Vendor's approach for gathering State-specific requirements and translating those into quality delivery.

## 6.7 Operations, Maintenance, and Support

AFDO is seeking a Vendor(s) that can also serve as our partner with a Managed Service provider to manage SAFHER, once it is developed. AFDO expects this Managed Service contract to be executed for 1 year with an option to renew for 5 years.

Vendors should describe their approach to operating, maintaining, and supporting SAFHER post-development. Include how Vendor(s) will provide the users and customers:

- Access to view a service health and SLA Status dashboard
- ~~24/7 Tier 2 support with a 30-minute response via email and telephone support.~~ **Tier-2 support service available from 8:00 a.m. Eastern Standard Time to 4:30 p.m. in the latest time zone of a participating state using the support service (currently Alaska time) on business workdays. Support response via email or telephone should be provided within 30 minutes.**
- Tier 1 service available via a live-human-support located within the United States to each contracted entity
- And online self-service support free or included with standard service contract.

Describe how the vendor(s) will maintain and coordinate with AFDO, States, and Appian upgrades, patches, and system maintenance. Describe how incident support will be available to AFDO and the users to track issues to resolution or determination.

Vendor(s) must demonstrate willingness and ability to support a multi-state collaborative approach where States may share their customized modules/capabilities with each other. Vendor(s) must support AFDO's strategic planning efforts to collaborate with partner States. Please describe how Vendor(s) will support this vision for sharing modules with other States.

Vendor(s) shall complete the Hourly Labor Rate Card in the second tab of the Vendor Cost Proposal Sheet (Attachment B) or provide information that represents their own chargeback model.

## 6.8 Training

Vendors should describe their approach for performing knowledge transfers and training system end users, including role-specific training materials, and who will be responsible for conducting the training. At minimum, a set of training materials (with screenshots) should be provided for the SAFHER Core system. Please include the recommended training delivery method (e.g., online modules, in-person, documentation, etc.) including the suggested timing of when training should occur.

Vendors should describe any prerequisite skill sets needed to implement and support their application products(s) as outlined in this proposal, prior to staff attending any vendor solution training.

## 6.9 Documentation

Vendors should describe documentation that will be provided as part of the solution. Minimally, AFDO expects System Configuration Documentation and Application Architecture Documentation, including each historical state-specific system documentation.

## 6.10 Mandatory Integrations

AFDO has identified 7 interface categories critical to the success of SAFHER. Please describe the proposed approach to integration capabilities your solution provides for the interface categories below. The approach should detail whether or not an Enterprise Integration Engine (e.g., MuleSoft, Boomi, or Workato) will be part of the proposed solution for APIs or connectors. The Vendor is expected to collaborate with Appian for any integrations that may require connectivity to the SAFHER platform/architecture. Please reference section 3.2: *Initial Onboarding Activities* for additional details surrounding Vendor requirements.

- Accounting/Finance management systems (whether state centralized or agency independent)
- Information concentrators (e.g., Alstar)
- Trade organization linkages
- Other intra-state regulatory Institutions (e.g., Block Chain Intra-state data cooperative)
- Other inter-state agencies (e.g., Secretary of State Offices)
- Industry integrations (e.g., a Corporate or Agency Portal for Certification Compliance Application/Renewal)
- General secure and approved data sharing integration requirements (e.g., Approved research organizations, media)

Additionally, please describe any other existing solution integrations available. For additional information surrounding Appian HTTP and API system integration, please visit the following resources:

- <https://docs.appian.com/suite/help/24.1/http-connected-system.html>
- <https://docs.appian.com/suite/help/24.1/openapi-connected-system.html>

Appian will be responsible for designing, implementing, and ensuring connectivity of the following integrations. Once established, the Vendor(s) will be responsible for monitoring, managing, and supporting the integrations in coordination with Appian.

- FDA ORA Data Exchange, system-to-system functionality
- Payments and banking integrations
- Laboratory Information Management System (LIMS)

## 6.11 Worker and Data Requirements

Vendor(s) shall confirm they can meet the requirement that all work associated with the development, implementation, and management of SAFHER must be done within the United States. Additionally, Vendor(s) shall confirm they can meet the requirement that all data retention must occur within in the United States.

## 6.12 Disadvantaged Business Procurement

The following section requires a response only from those that meet the criteria/qualifications of a Disadvantaged Business.

AFDO is soliciting competitive, responsive proposals, from experienced and financially sound Vendors, including small businesses of any of the socioeconomic categories listed in FAR 19.000(a)(3) (e.g., veteran-owned, minority, woman, or disadvantaged businesses). AFDO allows for a preference for contractors listed above.

AFDO is dedicated to creating, operating, and maintaining a procurement and contracting system that provides all individuals and businesses, including minority and/or women-owned enterprises and small business enterprises (M/S/WBE), with an equal and fair opportunity to compete for AFDO business. Vendors should take all necessary affirmative steps, to ensure small, minority, and women business enterprises are utilized, when feasible, as sources of services including subcontractors, supplies, and equipment purchased under awarded contract.

Vendors responding as primes shall keep all M/S/WBE registration and documentation of status up-to-date. Any contracts awarded pursuant to this solicitation may be subject to M/S/WBE participation requirements by federal or state authorities. In an effort to track levels of participation by M/S/WBE Vendors doing business with AFDO, a Minority and Women-Owned Business Self Certification should be submitted with final proposals to this RFP.

AFDO also allows for a preference to Service-Disabled Veteran Owned Small Businesses (SDVOSB). To qualify for this preference, an SDVOSB should submit documentation of SDVOSB certification issued through the U.S. Department of Veterans Affairs with their offer. Any SDVOSB certification submitted shall be verified by AFDO.

### **6.13 General Comments**

Vendors should include any additional information that they feel would help the RFP evaluation team evaluate their submission. AFDO is looking to the vendor to provide a solution to meet the SAFHER requirements and also identify and address any issues/features they can provide that may have been overlooked in this RFP or will further enhance the SAFHER solution. Please share any suggestions, design ideas, or possible efficiency gains SAFHER could benefit from in your response to this RFP, if not yet described in another section.

### **Typical Sample Analysis Data for SAFHER**

The following data constitutes typical “sample volumes” of some activities performed by the current USAFoodSafety and USAPlants systems:

- 21 states utilize USAFoodSafety and USAPlants
- Approximately 290,000-plus external users
- Approximately 1,000-plus internal users
- Approximately 5,000,000-plus inspections per year

AFDO is looking to the vendor community to provide us with industry best practices in implementing SAFHER. Any suggestions, design ideas, or possible efficiency solutions regarding the SAFHER solution that AFDO could benefit from, which may not have been addressed in this RFP, would be greatly appreciated, and should be included in your response.

### **6.14 NOTE TO VENDOR: Adherence to State Policies**

Excluded in response format and just a note to Vendors:

Vendors should note that each State may have unique state-specific requirements, policies, information technology systems, security, etc., that will need to be considered for the proposed SAFHER solution.

### **6.15 Vendor Profile**

Vendor(s) should provide the name and a description of their organization and include the date and location of incorporation, principal officers, board of directors, number of employees, size and locations of field offices, company history, and organizational structure. Further, identify your organization’s professional registrations, affiliations, and memberships. If possible, provide examples of your organization’s commitment to the services set

forth in this RFP as they relate to non-profit and public sector entities, as well as a statement of qualifications demonstrating performance of similar work within the past five (5) years.

## **6.16 Vendor Services**

Vendor(s) should outline the full range of services provided by their organization.

## **6.17 Relevant Projects and References**

Vendor(s) should indicate the number of years they have provided the products and services outlined in the RFP as well as provide a list of all non-profit and public sector entities for which their organization has previously provided equivalent services.

Vendor(s) should describe in detail their experience with similar projects to include, but not limited to the following as they relate to the services required:

- A list of three (3) projects completed within the past five (5) years that best illustrate Vendor's organization's capabilities as they relate to the required work described herein, including description, scope, project, and cost. At least one of the three projects must involve Appian platform work or collaboration.
- Information on delivery of projects on time and within budget, execution time (contract vs. actual), cost (estimated vs. actual), as well as any problems encountered, and the solutions devised.
- Response to whether Vendor(s) has performed any configurations and customizations for other clients or not. Provide relevant examples from Vendor's portfolio and include an explanation of the initiative and details of their involvement (design, strategy, development, team size, technology leveraged, length of project).
- Vendor(s) shall provide the name, title, contact number, and description of services provided for any contract that was canceled or prematurely terminated in the past five (5) years. If responding as a Prime Service Provider and Subcontractor partnership, Vendor(s) shall specify the company for the specific cancellation. Vendor(s) shall include details on the reason for the cancellation and the Vendor's position relevant to the cancellation, including the final resolution and any lawsuits or settlements of the contract cancellation.
- Vendor(s) shall provide contact information for individuals able to address questions concerning the cancellation. Failure to fully disclose canceled contracts within the scope of this requirement may result in disqualification. If the failure to disclose is not learned until a Contract has been awarded to the Vendor(s), the Contract may be terminated. In the event of such termination, the Vendor(s) shall be liable for all costs associated with the re-procurement, including any increased costs for the services originally awarded.
- If there are no canceled contracts, the Vendor(s) shall affirm such in this section.

Vendor(s) shall provide a list of three (3) company references, during the last five (5) years, in which Vendor(s) has implemented a system such as SAFHER that showcases their ability to perform the services needed under this RFP and are of the type and size of the project being proposed by AFDO. At least one reference should be in regard to Appian-based implementation.

Details should include information about the reference customer's contract (specific products in use, date of contract execution, go-live date, and any services provided), as well as contact information for the reference customer's project manager or other senior staff members familiar with the project. The company reference information should include company name, contact person, title, telephone number, and email address. AFDO may

contact these reference customers to discuss their satisfaction with the Vendor and its products. These discussions are expected to impact Vendor scoring and evaluation.

Note: If a reference provided is non-responsive, this will be considered a negative response.

## 6.18 Other Information and Qualifications

Provide any additional information you wish to bring to AFDO's attention with respect to your organization's qualifications.

## 7.0 VENDOR COST PROPOSAL

### Vendor Instructions:

Please provide a Cost Proposal Response for all aspects of the scope outlined in this RFP; please note that specific responses will not be made public, but aggregate and range information may be provided. **To facilitate this process, a deidentified version of the cost proposal removing any company branding should also be submitted. Also see Attachment B for more details about the Cost Proposal Sheet template provided.**

Additional cost considerations include:

- a. Vendor(s) may refer to the Task number only in responding to the pricing for each component.
- b. Provide a T&M rate card for various resources that require any scope change or additional future work.
- c. Please note that all costs should be based upon resources committed to a professional working day (i.e., 8 hours per day).
- d. Based on the requirements for information contained in this document, please provide a general description of your proposed solution for requirements for the application. Please itemize and describe all hardware, software, and service components required, with associated estimated prices. When providing prices, please differentiate between service and maintenance costs (if available).
- e. Provide costs associated with the support and activities for the collection and remission of AFDO and Appian costs as described in section 3.4: *Vendor Contract and Agreement with States*.
- f. Provide Vendor's current rates and highlight those that have been used in the Vendor Cost Proposal. All others shall be available for discussion or negotiation.
- g. If any discounting (state government, federal government, non-profit, etc.) is being extended as part of this proposal, explain this discounting and the level of discounting from and the average costs for similar work.
- h. If the Vendor(s) has any pre-existing agreements for components with States, explain how these pre-negotiated items will be accommodated within the proposal.

### Managed Service Provider – Price Schedule

Vendor(s) shall also complete the Hourly Labor Rate Card in the second tab of the Vendor Cost Proposal Sheet or provide information that represents their own charge back model.



## 8.0 APPENDICES

### 8.1 Appendix A: Signature Sheet

Item: SAFHER

Agency: Association of Food and Drug Officials

Closing Date: May 10, 2024

By submission of a response and the signatures affixed thereto, the responder certifies that all products and services proposed in the response meet or exceed all requirements of this specification as set forth in the request and that all exceptions are clearly identified and any additional term, requirement, or other area the Vendor(s) proposes to modify will not be considered unless clearly noted. The Vendor(s) agrees that all terms not noted as exceptions for further discussion are acceptable.

Legal Name of Person, Firm, or Corporation:

---

Mailing Address:

---

City & State:

---

Zip:

---

Toll-Free Telephone:

---

Local:

---

Cell Phone:

---

Fax Number:

---

Tax Number:

---

CAUTION: If your tax number is the same as your Social Security number (SSN), you must leave this line blank. DO NOT enter your SSN on this signature sheet. If your SSN is required to process a contract award, including any tax clearance requirements, you will be contacted by an authorized representative of the Office of Procurement and Contracts at a later date.

Email:

---

Signature:

---

Date:

---

Name:

---

Title:

---

*In the event the **contact for the responding process** is different from above, indicate contact information below.*

**Responding Process**

Contact Name:

---

Mailing Address:

---

City & State:

---

Zip:

---

Toll-Free Telephone:

---

Local:

---

Cell Phone:

---

Fax Number:

---

Email:

---

*If awarded a contract and the **contact for the award** is other than above, indicate mailing address and telephone number below.*

**Award**

Contact Name:

---

Mailing Address:

---

City & State:

---

Zip:

---

Toll-Free Telephone:

---

Local:

---

Cell Phone:

---

Fax Number:

---

Email:

---

## 8.2 Appendix B: Checklist

### VENDOR RESPONSE CHECKLIST REQUEST FOR PROPOSAL (RFP)

The following checklist is provided to assist responders in ensuring all requirements are met and all required submissions are included with the response. Responders are instructed to utilize this list for their own convenience to ensure compliance.

- \_\_\_\_\_ Submit Letter of Intent to the provided Box email address below by April 19, 2024, by 5 p.m. York, PA time.
- \_\_\_\_\_ Submit RFP questions to the provided Box email address by April 26, 2024, by 5 p.m. York, PA time.
- \_\_\_\_\_ Submit RFP Response to the provided Box email address below by May 10, 2024, by 5 p.m. York, PA time.

---

#### **Narrative Proposal** (electronic format, 12-pt. font, and 8.5x11-inch paper size)

The Vendor(s) shall complete the following sections of this RFP in order without altering the format or entering exhaustive comments and **adhere to a 60-page limit and use of 12-pt. font on 8.5x11-inch paper**:

- \_\_\_\_\_ 1. Executive Summary (refer to Section 6.1)
- \_\_\_\_\_ 2. Information Security and AFDO Regulatory Compliance (refer to Section 6.2)
- \_\_\_\_\_ 3. Proposed High-Level Project Plan, Project Schedule, and Project Management Approach (refer to Section 6.3)
- \_\_\_\_\_ 4. Vendor Proposed Project Organization (refer to Section 6.4)
- \_\_\_\_\_ 5. Vendor Proposed Contracting Structure (refer to Section 6.5)
- \_\_\_\_\_ 6. Implementation and Data Migration (refer to Section 6.6)
- \_\_\_\_\_ 7. Operations, Maintenance, and Support (refer to Section 6.7)
- \_\_\_\_\_ 8. Training (refer to Section 6.8)
- \_\_\_\_\_ 9. Documentation (refer to Section 6.9)
- \_\_\_\_\_ 10. Mandatory Integrations (refer to Section 6.10)
- \_\_\_\_\_ 11. Worker and Data Requirements (refer to Section 6.11)
- \_\_\_\_\_ 12. General Comments (refer to Section 6.13)
- \_\_\_\_\_ 13. Vendor Profile (refer to Section 6.15)
- \_\_\_\_\_ 14. Vendor Services (refer to Section 6.16)
- \_\_\_\_\_ 15. Relevant Projects and References (refer to Section 6.17)
- \_\_\_\_\_ 16. Other Information and Qualifications (refer to Section 6.18)

#### **Cost Proposal** (electronic format)

- \_\_\_\_\_ Vendor Cost Proposal Response Sheet (refer to Section 7 and Attachment B)

#### **Additional Documents to Include** (electronic format) No page limit.

\_\_\_\_\_ Signature Sheet (refer to Appendix A; filled out, signed, and dated)

\_\_\_\_\_ Immigration Reform & Control document (refer to Appendix C; signed and dated)

\_\_\_\_\_ Attachment C: Master Services Agreement with AFDO Terms & Conditions

**Items Vendor(s) should make sure to review:**

\_\_\_\_\_ Attachment A: Question Template

\_\_\_\_\_ Attachment D: State Integration Guide Contracted Inspection Attachment

\_\_\_\_\_ Attachment E: State Integration Guide Contracted Inspection

\_\_\_\_\_ Appendix D: Proposal Evaluation Process

Responses must be electronically submitted to the designated Box email below prior to 5 p.m. York, PA time on the closing date of May 10, 2024, to be considered. Responses must be titled as follows:

Vendor Name: [INSERT NAME]

Response RFP #: AFDO-24-001

Document Type: e.g., Response, Cost Proposal, etc.

**Example:** Vendor Name\_AFDO-24-001\_Response

Email address for all proposal submissions: Vendor\_.5pzt1nno5wpxr9wb@u.box.com

**Please note that Vendor(s) should ONLY use attachments for sharing content as no content from the body of the email will be sent through to the Box email address above.**

***NOTE: In order to properly and completely respond to this Request for Proposal, responders must carefully review all sections and respond as required.***

### 8.3 Appendix C: Immigration Reform & Control

#### CERTIFICATION REGARDING IMMIGRATION REFORM & CONTROL

All Vendors are expected to comply with the Immigration and Reform Control Act of 1986 (IRCA), as it may be amended from time to time. This Act, with certain limitations, requires the verification of the employment status of all individuals who were hired on or after November 6, 1986, by the Vendor(s) as well as any sub-Vendor or sub-sub-Vendor. The usual method of verification is through the Employment Verification (I-9) Form. With the submission of this response, the Vendor(s) hereby certifies without exception that Vendor(s) has complied with all federal and state laws relating to immigration and reform. Any misrepresentation in this regard or any employment of persons not authorized to work in the United States constitutes a material breach and, at AFDO's option, may subject the contract to termination and any applicable damages.

Vendor(s) certifies that, should it be awarded a contract by AFDO, Vendor(s) will comply with all applicable federal and state laws, standards, orders, and regulations affecting a person's participation and eligibility in any program or activity undertaken by the Vendor(s) pursuant to this contract. Vendor(s) further certifies that it will remain in compliance throughout the term of the contract.

At AFDO's request, Vendor(s) is expected to produce any documentation or other such evidence to verify Vendor's compliance with any provision, duty, certification, or the like under the contract.

Vendor(s) agrees to include this Certification in contracts between itself and any sub-Vendor in connection with the services performed under this contract.

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Signature, Title of Vendor

---

Date

## 8.4 Appendix D: Proposal Evaluation Process

The evaluation process will comprise the following:

- Round 1: A preliminary examination to determine substantial responsiveness to stated minimum requirements
- Round 2: A detailed Vendor response evaluation
- Round 3: One (or more) demonstration, presentation, or project team interview

After completing the evaluation phase of the process, AFDO will determine how many Vendors it will enter into financial negotiations with, based on the scope of offers it receives. The final selection will be based on the satisfactory outcome of these negotiations. The final decision of AFDO is final and not appealable.

### 8.4.1 Preliminary Examination (Round 1)

AFDO will examine the proposals to determine whether they meet the requirements of the Vendor Response Checklist Request for Proposal (RFP) (see Appendix B). AFDO will check the proposals to ensure they are complete, that the documents have been properly signed, and that they are generally in order. Proposals that are not deemed complete will be removed from consideration and will not be reviewed by the RFP evaluation team.

### 8.4.2 Detailed Vendor Response Evaluation (Round 2)

For those Vendors whose proposals pass the minimum criteria (Round 1), a cross-disciplined RFP evaluation team will evaluate the proposals and may ask questions of a clarifying nature from proposers. During Round 2, each individual RFP evaluation team member scores the proposal using a proposal evaluation matrix form based on the Proposal Evaluation Measures below. All individual evaluator ratings are then added together to create a composite rating. This composite rating indicates the group's collective ranking of the highest rated proposals. The highest rated proposals will move to Round 3.

<b>Proposal Evaluation Measure</b>	<b>Weight</b>
Vendor Qualifications <ul style="list-style-type: none"><li>• Vendor Appian Experience</li><li>• Product Implementation Experience</li><li>• Project Team Qualifications</li><li>• References</li></ul>	40%
Vendor Proposed Solution, Project Approach, Contract Structure Approach, Customer Service/Design/Culture, and Production Support	35%
Vendor Cost Proposal (Attachment B)	25%
<b>Total Points</b>	<b>100</b>
<b>Possible 5% Additional Points for meeting preference of Disadvantaged Business Procurement requirements</b>	<b>5%</b>

### 8.4.3 Demonstrations, Presentations, and Project Team Interviews (Round 3)

AFDO will invite Vendors whose response score classifies them as a top Vendor(s) during the Detailed Vendor Response Evaluation (Round 2) to have their Project Team present their response and provide product

presentations to the RFP evaluation team. The RFP evaluation team will expect to be able to ask detailed questions about the proposal response, presentation, and the Project Team.

Please note that virtual presentations will be held via Zoom for short-listed Vendors and are estimated to be held June 3-5, 2024. Vendors should be prepared to conduct presentations and interviews during this time. The Vendor’s proposed Project Manager and key implementation team members are expected to take part in presentations and interview sessions.

During Round 3, each evaluation committee member scores the presentation of the shortlisted Vendors (from Round 2) using an evaluation matrix form based on the Presentation and Demonstrations Criteria below. The Round 2 and Round 3 ratings will be considered in combination to determine the collective ranking of the highest rated proposals.

Further, AFDO may request fiscal reports for up to the last three (3) years, including financial statements and other performance information related to the fiscal strength and resources of each organization.

<b>Demonstration/Interviews</b>	<b>Weight</b>
RFP Score (Round 1 and Round 2)	50%
Related Project Experience, Appian Partnership Experience, Company Culture, and Customer Service Approach	20%
SAFHER Onboarding Plan <ul style="list-style-type: none"> <li>• Product Implementation Strategy</li> <li>• Data Migration</li> <li>• Onboarding Configuration and Customization</li> <li>• Testing and Training</li> </ul>	15%
SAFHER Operations, Maintenance, and Support Plan <ul style="list-style-type: none"> <li>• Operations and Maintenance</li> <li>• Information Security</li> <li>• Quality Assurance</li> <li>• Customer Support/Service/Design</li> <li>• Post-Launch Enhancements and Customization</li> </ul>	15%
<b>Total Points</b>	<b>100%</b>

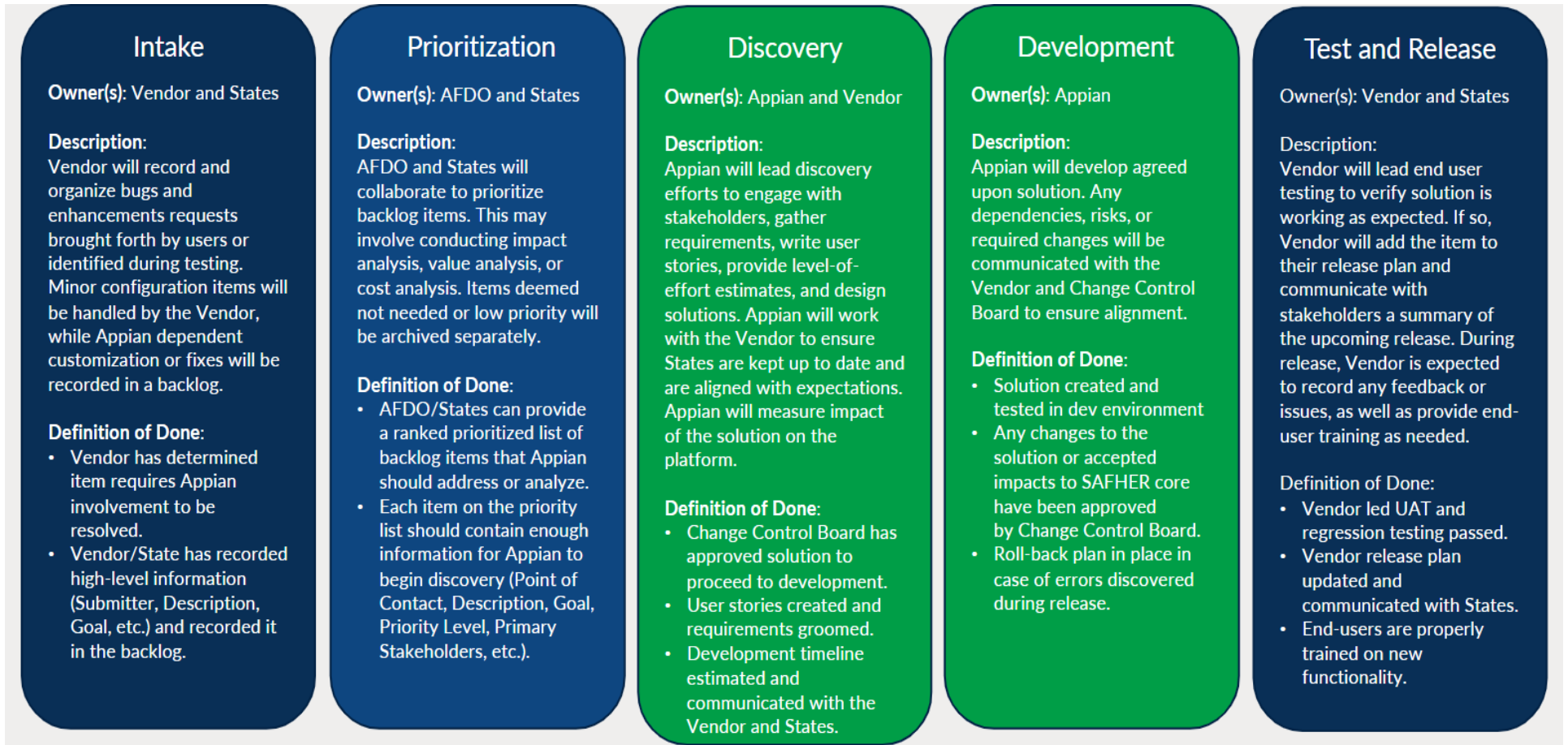
#### **8.4.4 Response Selection**

As reflected above, contract award will be based on a combination of factors as determined to be in the best interest of SAFHER. After evaluating the proposals, the interview process and further discussions with the finalists or the tentatively selected Vendor(s), AFDO reserves the right to further negotiate the proposed work and/or method and amount of compensation before making a final selection.

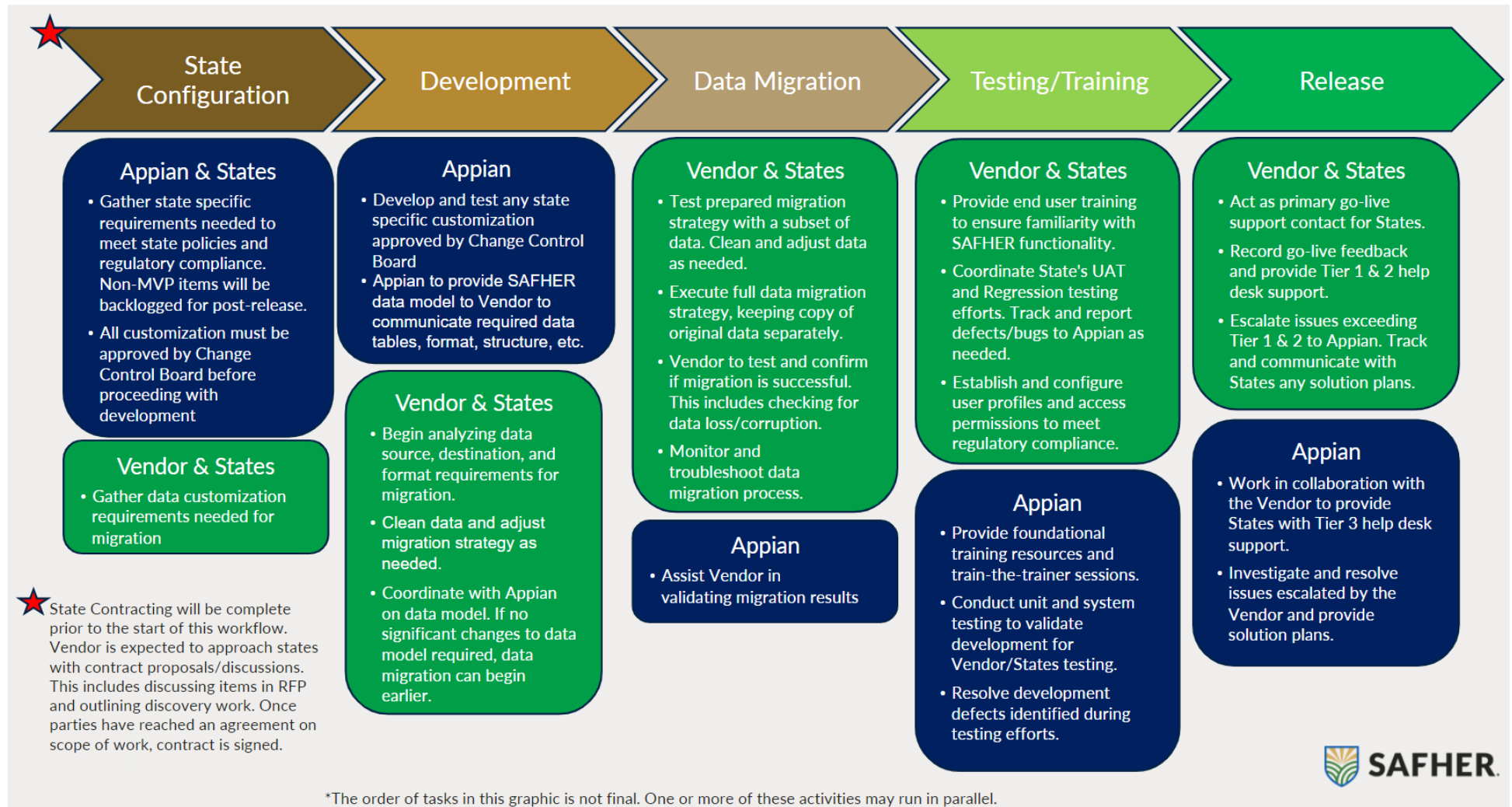
The offer made by a Vendor(s) must be valid through six (6) months post-submission. Once the Vendor(s) who best suits the current and future needs of SAFHER is identified, AFDO will make the contract award. Only AFDO is authorized to issue news releases relating to this bid event, its evaluation, award and/or performance of the resulting contract.



## 8.5 Appendix E: Platform Customization and Enhancement Workflow



## 8.6 Appendix F: State Onboarding Workflow



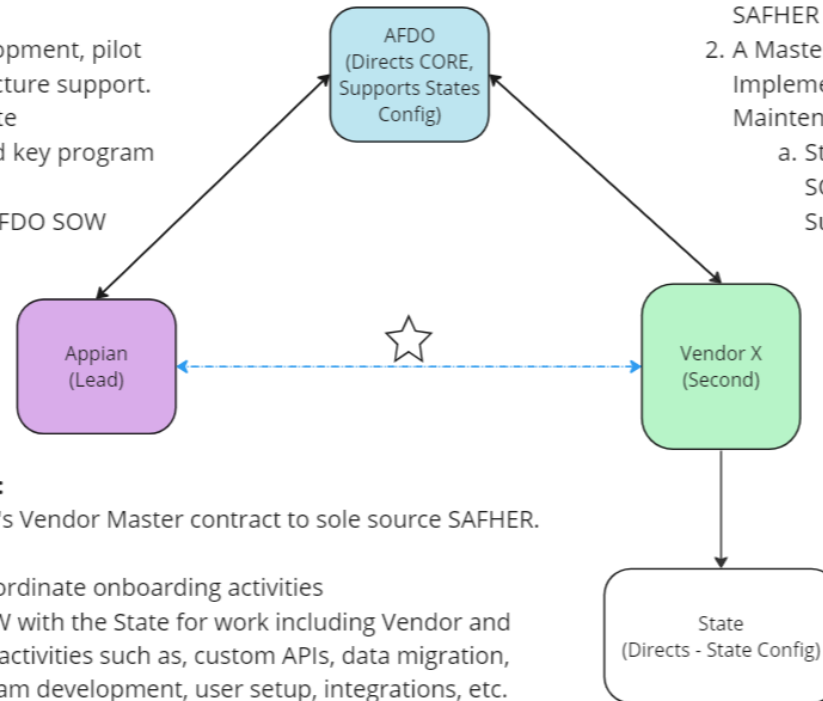
## 8.7 Appendix G: Contracting Structure for Pilot States

### Contracting Structure for Pilot States

AFDO/Appian SOW consists of SAFHER core development, pilot implementation, licensing, and platform/infrastructure support.

1. AFDO/Appian SOW supplements the Pilot State Implementation activities related to CORE and key program implementation.
2. Costs to be shared between State SOW and AFDO SOW

1. AFDO establishes a contract with the Vendor for SAFHER Core Operations and Maintenance.
2. A Master Support contract for SAFHER State Implementation, Support, Operations, and Maintenance
  - a. State's sole source SAFHER Implementation SOW and AFDO Operations, Maintenance, and Support will be under this agreement.



#### Pilot State Onboarding:

State is leveraging AFDO's Vendor Master contract to sole source SAFHER.



Appian and Vendor X coordinate onboarding activities

1. The Vendor has SOW with the State for work including Vendor and Appian onboarding activities such as, custom APIs, data migration, FDA/non-FDA program development, user setup, integrations, etc.
  - a. The Vendor will differentiate between Vendor costs and Appian costs to split with AFDO's contract for funding purposes.
2. Development for FDA and Non-FDA programs and state customization will be performed by Appian
3. The Vendor will perform data migration planning, data migration execution, and data migration validation in collaboration with Appian.

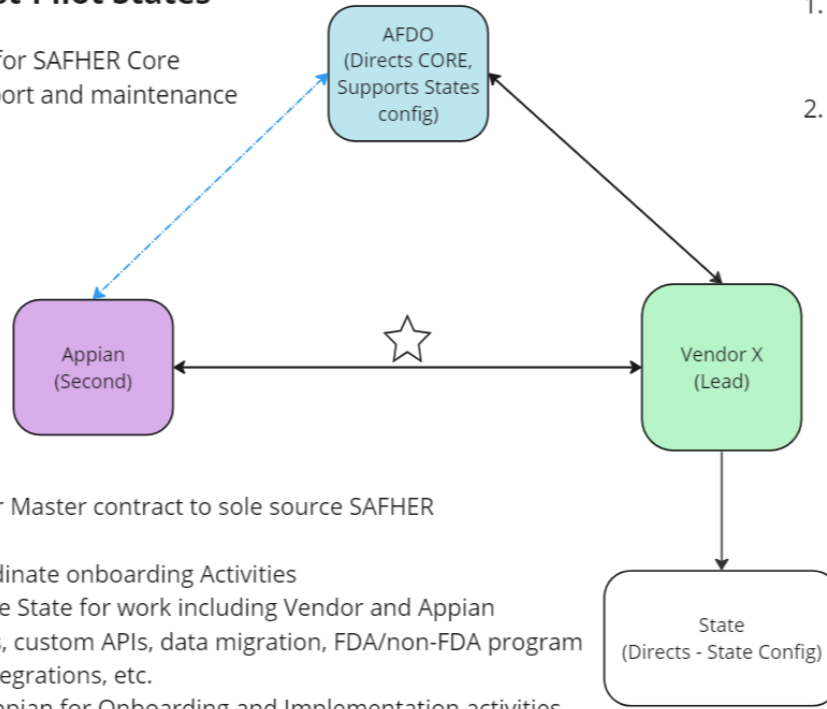
#### Hypercare Period:

1. After state onboarding, Appian transitions support to the Vendor for Support, Operations, and Maintenance.

## 8.8 Appendix H: Contracting Structure for Post-Pilot States

### Contracting Structure for Post-Pilot States

AFDO maintains contract with Appian for SAFHER Core licensing, platform/infrastructure support and maintenance



1. AFDO establishes a contract with the Vendor for SAFHER Core Operations, Maintenance, and Development.
2. A Master Support contract for SAFHER State Implementation, Support, and Operations, and Maintenance
  - a. State's sole source SAFHER Implementation SOW and AFDO Operations, Maintenance, and Support will be under this agreement.

#### Support, Operations, Maintenance, and Customization:

1. The Vendor will coordinate software releases with States as well as lead Configuration Management and UAT Testing.
2. Additional development SOWs for additional State customization (outside of Core) are possible and will fall under Appian/Vendor contract.

#### State Onboarding:

State is leveraging AFDO's Vendor Master contract to sole source SAFHER



The Vendor and Appian will coordinate onboarding Activities

1. The Vendor has SOW with the State for work including Vendor and Appian onboarding activities such as, custom APIs, data migration, FDA/non-FDA program development, user setup, integrations, etc.
  - a. The Vendor will pay Appian for Onboarding and Implementation activities
2. Development for FDA and Non-FDA programs and state customization will be performed by Appian
3. The Vendor will perform capacity planning, data migration planning, data migration execution, and data migration validation in collaboration with Appian.

#### State Support:

1. Vendor - Initial support and triage (Tier 1 and Tier 2)
2. Appian - Tier 3 support escalation