|  |  |
| --- | --- |
|  | **TECHNICAL**The Proposer must address all of the following items. If including an attachment, cross reference attachment and section.  |
|  | GENERAL |
|  | Is Proposer willing to provide the pricing proposal included in this RFP response to Participating Entities (i.e. colleges, school districts, counties, cities, nonprofit organizations, etc.)? Will Proposer actively solicit these entities and encourage them to purchase on this contract? Please provide a yes/no response and an explanation of how your company intends to accomplish this objective. |
|  | [insert here] |
|  | Provide three (3) examples in which your vendor management program has delivered hard cost savings to your customers. Please include statistical information on total spend and hard savings, including the calculation methodology used for determining these savings. If these examples are not from references previously listed, please include contact information for the client organization.  |
|  | [insert here] |
|  | How would you assist the Participating Entities in quantifying cost savings associated with this contract? How would you help the Participating Entities identify ongoing opportunities for additional savings during the life of the contract?  |
|  | [insert here] |
|  | Describe how you would provide information requested under Freedom of Information Acts/laws while honoring service provider companies’ rights to limit specific detailed information on resumes. |
|  | [insert here] |
|  | STRATEGIC AND COMPETITIVE DIFFERENTIATION |
|  | How long has your company been delivering the services and technologies proposed in this RFP for IT Professional workforce management? |
|  | [insert here] |
|  | What do you feel are your firm’s top competitive advantages? |
|  | [insert here] |
|  | Please identify your proposed business model to deliver an IT Professional workforce management solution to users of the resulting contract. |
|  | [insert here] |
|  | What unique value-adds, innovations, or process knowledge does your firm bring and how can it benefit the Participating Entities? |
|  | [insert here] |
|  | ACCOUNT MANAGEMENT |
|  | How will you manage Participating Entities accounts? Please indicate the position, job functions, and responsibilities associated with your management teams. |
|  | [insert here] |
|  | Describe how you will present your company’s performance management review. |
|  | [insert here] |
|  | Where will the account management team be located for each area? |
|  | [insert here] |
|  | How do you measure your account management team’s performance? |
|  | [insert here] |
|  | What elements of this team are most critical to its success? |
|  | [insert here] |
|  | How would you facilitate the regularly scheduled contract review meetings? What elements and issues do you believe should be included in these discussions? |
|  | [insert here] |
|  | Describe the ongoing support available to end users, including hot line or toll free numbers, day and time availability, and any restrictions. |
|  | [insert here] |
|  | Identify the amount of staffing and the funds as a percent of revenue that are devoted to customer support.  |
|  | [insert here] |
|  | How do you provide help-desk support? What specific help-desk services are offered? Please list any websites used for support purposes.  |
|  | [insert here] |
|  | SUPPLIER RECRUITMENT |
|  | Provide a narrative outlining your supplier relationships. Give an example of an exceptional supplier partnership. |
|  | [insert here] |
|  | What process, if any, do you incorporate to recruit and attract Minority and Women’s Business Enterprises service suppliers?  |
|  | [insert here] |
|  | What percentage of suppliers have refused to participate in your managed IT Professional workforce program?  |
|  | [insert here] |
|  | Please describe your supplier management program – is it a tiered program or an all-inclusive broadcast program? |
|  | [insert here] |
|  | How many suppliers work within your network?  |
|  | [insert here] |
|  | What benefits do suppliers achieve from participating in your programs?  |
|  | [insert here] |
|  | What are the steps used to qualify and add new suppliers? When and why do you terminate suppliers?  |
|  | [insert here] |
|  | Describe your process for determining supplier rates. |
|  | [insert here] |
|  | Describe the back office operations of the Vendor Management System program that your company offers. |
|  | [insert here] |
|  | Do you have a contracts and legal group to review all supplier agreements and insurance requirements and if so please describe this group?  |
|  | [insert here] |
|  | Describe your candidate on-boarding and off-boarding processes.  |
|  | [insert here] |
|  | Describe your procedures for resolving employee relations issues.  |
|  | [insert here] |
|  | How do you ensure that quality and service levels are maintained by the supplier community?  |
|  | [insert here] |
|  | Describe your company’s position and philosophy regarding the concerns of co-employment  |
|  | [insert here] |
|  | What current policies or procedures do you have in place with other clients regarding co-employment? Please discuss how you protect your clients from co-employment issues.  |
|  | [insert here] |
|  | METRICS AND REPORTING |
|  | What metrics, key performance indicators, or service level agreements are you willing to provide on a quarterly basis to demonstrate the value you add and the savings you provide the Participating Entities? Please provide a sample of scorecard.  |
|  | [insert here] |
|  | Are you willing to put money at risk if your service level agreements are not met? If so, can you please describe how this program would work?  |
|  | [insert here] |
|  | Satisfaction Surveys - Describe the types of company satisfaction metrics you use. Do you provide satisfaction surveys or other methods to measure same? Please provide a sample of a survey. |
|  | [insert here] |
|  | Describe the different quality programs that you utilize and any quality projects that your company has completed to better its programs or the operations of a client site.  |
|  | [insert here] |
|  | Describe the elements or process improvements your program delivers to reduce our indirect expenses and the associated reporting. |
|  | [insert here] |
|  | How will your program manage and track the performance of our approved vendors and their compliance with our requirements?  |
|  | [insert here] |
|  | Does your system support user-defined reporting at the multi-state, statewide, agency, and program unit levels? Can labor rates be reported on by such factors as skill set and position title?  |
|  | [insert here] |
|  | Provide a complete list of all of the standard reports. Describe the electronic formats the reports can be delivered in. Describe the system’s ability to preview reports online, including customized reports from live data. Describe how security and authorization system features apply to reporting. Describe how reports are printed by an end user of the proposed VMS. |
|  | [insert here] |
|  | List and describe the various types of management reports your company can provide. Please indicate whether these reports can be manipulated or sorted by the customer. Is the data available for download by Participating Entities? Describe the export and data transfer technology that would be used. |
|  | [insert here] |
|  | Please provide printed examples of your most frequently used reports. |
|  | [insert here] |
|  | Please explain your system’s capability to generate custom or ad hoc reports.  |
|  | [insert here] |
|  | Is ad hoc reporting accomplished using the current data set or are reports run against a reporting database (are reports run against an extract of your database that is updated)? Please describe how often data is updated. |
|  | [insert here] |
|  | Please provide printed copies of the below reports as they exist in your systemStandard Order Summary by SupplierRequisitions Pending ApprovalStandard HeadcountExecutive Management and Strategy Standard Audit Standard Exceptions (Invoice Payment, Process/History/TrackingCumulative Annual Time by Resource, Skill Set, Supplier, Supplier groups, etc |
|  | [insert here] |
|  | Can the system generate and distribute reports on a set schedule via e-mail, fax, or web reporting? |
|  | [insert here] |
|  | Can reports be generated to view supplier trends (i.e. spend volume, increases/decreases over time, etc.)?  |
|  | [insert here] |
|  | Does your system enable enterprise-wide reporting for aggregate totals of orders by type over a specified period?  |
|  | [insert here] |
|  | Can a report be generated by requisition including line item detail for a specified period of time?  |
|  | [insert here] |
|  | VENDOR MANAGEMENT SYSTEM |
|  | This RFP requires a system that is accessible by end users through a standard web browser. The application must reside on a secure server. Please describe how your system meets this objective.  |
|  | [insert here] |
|  | What is your approach to the application of software technology in a Vendor Management System? |
|  | [insert here] |
|  | Describe how you can assure data is secure. Who owns the data? |
|  | [insert here] |
|  | What is your transition plan at Contract Termination, company reorganization or buy out?  |
|  | [insert here] |
|  | Describe the requisition approval process and explain how users/approvers are alerted of the need to approve/disapprove a requisition.  |
|  | [insert here] |
|  | How will Participating Entities be notified of incoming resumes?  |
|  | [insert here] |
|  | How are resumes short-listed/screened? |
|  | [insert here] |
|  | Does the system factor in both qualifications and rate as part of the selection criteria? |
|  | [insert here] |
|  | How does your request form accommodate project description, skill narrative, and itemized skills covering both IT skills and types of projects worked on?  |
|  | [insert here] |
|  | Can your system incorporate IT job classifications, qualifications, and experience so agencies can request clearly defined IT Professionals? |
|  | [insert here] |
|  | Describe the process by which your system can add, update, or delete IT job classifications. |
|  | [insert here] |
|  | How do you determine which suppliers receive solicitations? |
|  | [insert here] |
|  | Assuming that response time starts when the Participating Entity submits a work request to you, what is your standard response time for providing resumes for potential staff to clients for the work requests they submit through your system? |
|  | [insert here] |
|  | Describe your communication process, the method used, and the frequency of status updates to your clients regarding your ability/inability to fill positions within the desired timeframe.  |
|  | [insert here] |
|  | What procedure do you use to address replacement coverage for no shows or cancellations? What provisions are in place to protect the Participating Entity if/when this occurs?  |
|  | [insert here] |
|  | How does your system accept and process a time extension of contracted staff?  |
|  | [insert here] |
|  | Please describe your company’s processes for compliance with government worker policies that IT Professionals must also comply with. |
|  | [insert here] |
|  | Please describe the processes your company follows for suppliers to submit candidates to fulfill work requests.  |
|  | [insert here] |
|  | Please describe the processes your company follows in approving candidates submitted by suppliers.  |
|  | [insert here] |
|  | Is there a different process when requesting hourly assignments versus SOW projects? Please detail both and provide examples.  |
|  | [insert here] |
|  | Does your company’s vendor management system allow requests for specific individuals or team members?  |
|  | [insert here] |
|  | Please describe your company’s methodology for selecting suppliers and candidates for work requests.  |
|  | [insert here] |
|  | What is the average and what is the average time for IT Professional deployment. Provide detailed information by position and skill level. |
|  | [insert here] |
|  | Does your system have the ability to send requisitions to all selected suppliers simultaneously, based on job description/code, skill sets, location, etc.? |
|  | [insert here] |
|  | Does your system have flexible approval hierarchies?  |
|  | [insert here] |
|  | Does your system have the ability for approvers to edit requisitions? |
|  | [insert here] |
|  | Does your system have the ability to attach documents to requisitions?  |
|  | [insert here] |
|  | Does the system have the ability to create requisitions for selected job description/code based upon IT Professional position title?  |
|  | [insert here] |
|  | Does your system have the ability to create and save templates for future re-use?  |
|  | [insert here] |
|  | Does your system have the ability to auto generate requisition numbers?  |
|  | [insert here] |
|  | Does your system generate requisition status update e-mails to all concerned parties? |
|  | [insert here] |
|  | Does your system capture start date and assignment details and manage start logistics?  |
|  | [insert here] |
|  | Does your system allow the hiring manager to select their preferred supplier? |
|  | [insert here] |
|  | Can hiring managers view candidate qualifications and select candidates online after your company’s recommendations have been made? |
|  | [insert here] |
|  | Does your system/tool have the ability to systematically rate candidates based on skills, bill rates, etc.?  |
|  | [insert here] |
|  | Does your system have the capability of identifying candidates that were previously considered undesirable?  |
|  | [insert here] |
|  | Does your system have the ability for the supplier and/or hiring manager to view the status of the requisition? |
|  | [insert here] |
|  | Does your system automatically notify suppliers of status change?  |
|  | [insert here] |
|  | Does your system have the ability to view transaction histories of requisitions?  |
|  | [insert here] |
|  | If the cost of a requisition is outside of predefined parameters, does your system have the ability to re-route requisitions through a separate approval hierarchy? |
|  | [insert here] |
|  | Does your system capture confirmation of completed drug screenings from suppliers?  |
|  | [insert here] |
|  | Is online help available to assist a new or infrequent user in the requisitioning process? |
|  | [insert here] |
|  | Can your system track and store resume formats for at least two (2) years? |
|  | [insert here] |
|  | Does your system capture the employment status of each candidate (i.e., W2 employee, subcontract, independent contractor, etc.)?  |
|  | [insert here] |
|  | Does your system have the ability to measure IT Professional performance? |
|  | [insert here] |
|  | Does your system have the ability to measure supplier performance? If so, provide detailed information as to how supplier performance is measured and specifically what is measured. |
|  | [insert here] |
|  | Does your system provide standardized formats for electronic resumes? |
|  | [insert here] |
|  | Does your system allow resumes to be provided to hiring managers without reference to the supplier? |
|  | [insert here] |
|  | Does your system have the ability to view and track the history of the IT Professional while on assignment?  |
|  | [insert here] |
|  | Can your system/tool track and send notifications to managers and suppliers regarding assignments due to expire? |
|  | [insert here] |
|  | Can managers extend IT Professional assignments? |
|  | [insert here] |
|  | Can the system accept time entry feeds from legacy systems?  |
|  | [insert here] |
|  | Does your system/tool have the ability to report and track disputes over payments? |
|  | [insert here] |
|  | Can notifications/alerts be sent to specified persons when thresholds are approached, met, or exceeded?  |
|  | [insert here] |
|  | Does your system/tool have the ability to validate and/or establish for each Participating Entity, if required project costing and associate a Project ID or work order with each resource and/or Purchase Order? Is there user customization ability with project costing? |
|  | [insert here] |
|  | Does your system offer a Web-based time entry system for your Suppliers? If so, how does it work? What sort of PC and/or Internet access is required in order to use the system?  |
|  | [insert here] |
|  | How does your system handle the ability to retract time approvals? How are such retractions tracked?  |
|  | [insert here] |
|  | The RFP requires separate invoicing by agency and by purchase order number. Please describe how your billing system will accommodate this level of detail. |
|  | [insert here] |
|  | Payment regulations vary state to state. Prompt Payment law may be require to vendors within thirty-five (35) days of an invoice unless a good faith dispute of the invoice is filed. Describe your payment cycle for your suppliers. How do you invoice for the services of your suppliers? How would you accommodate invoices to multiple agencies under this contract?  |
|  | [insert here] |
|  | Describe how your system handles a single IT Professional working two (2) or more jobs, each with a different rate, within an agency or multiple agencies. |
|  | [insert here] |
|  | How does your system accommodate hourly, daily and weekly rate submittal and/or fixed price project quotes?  |
|  | [insert here] |
|  | How does your system accommodate rates inclusive and exclusive of expenses?  |
|  | [insert here] |
|  | Describe how your system accommodates scope of work requests and how your company’s system verifies when deliverables are completed and billable.  |
|  | [insert here] |
|  | CONVERSION AND IMPLEMENTATION SERVICES |

|  |  |
| --- | --- |
|  | Describe how the company would handle implementation of the program if awarded a portion of the resulting contract, addressing each item:1. Explain how your company would handle IT professionals in existing assignments that the Participating Entity wanted to retain (e.g. resource wishes to transition from existing employer to your company, resource does not wish to leave existing employer, etc.).
2. Provide a work plan with a timeline for implementation/transition which addresses all aspects of executing such a program.
3. Provide examples of how your company has executed similar programs, along with the issues faced, lessons learned, pitfalls to avoid, and key success factors.
 |

|  |  |
| --- | --- |
|  | [insert here] |
|  | Provide an overview of your implementation strategy. Specifically, how would you propose to implement a VMS for Participating Entities?  |
|  | [insert here] |
|  | Provide an estimated implementation/delivery timetable. |
|  | [insert here] |
|  | Describe how your organization will assist in the development and planning of strategies for the implementation of the new system. |
|  | [insert here] |
|  | What consulting services are included during system implementation? Demonstrate through documented experiences and/or client references successful use of these services. |
|  | [insert here] |
|  | What are the critical components of a VMS implementation? Summarize the roles of the Contractor and using entity staff during the implementation process. |
|  | [insert here] |
|  | Describe how the problems that arise during the implementation process will be identified and solved.  |
|  | [insert here] |
|  | Provide a comprehensive plan including the timeline showing how you will transition all existing staffing suppliers into the new vendor management model.  |
|  | [insert here] |
|  | Provide a transition plan for incorporating and continuing current projects and staff.  |
|  | [insert here] |
|  | Detail your companies experience including number of times you have integrated your Vendor Management System with People Soft.  |
|  | [insert here] |
|  | Describe the pros and cons of integration and any increases to timelines for implementation and costs.  |
|  | [insert here] |
|  | Please describe your company’s process (implementation plan, timeframes, services available (at no charge), etc.) to expand IT Professional services (add positions). |
|  | [insert here] |
|  | The Proposer must include a draft of the proposed Project Implementation Plan. The Project Implementation Plan may be at a High level presented in a project tool format with tasks, timeline, deliverables, and milestones. Microsoft Project is the preferred format. |
|  | [insert here] |
|  | Explain any third party Contractor relationships utilized during implementation. |
|  | [insert here] |
|  | Is there a major release of the proposed system planned that may impact the implementation schedule? If so, explain the impact. |
|  | [insert here] |
|  | Identify the estimated implementation duration for the VMS program: |
|  | [insert here] |
|  | How many VMS programs has the Proposer implemented in the last three years? |
|  | [insert here] |
|  | Provide a detailed training pan for all users including customer end users, suppliers, and contract employees, including the methods used (instructor led, distance learning, “train the trainer”, CBE, online tutorial, etc.), locations, and frequency of offerings. Identify the standard training and any customized training that is available to reflect individual department or institution needs, and include any limitations such as class sizes, locations and time limits. |
|  | [insert here] |
|  | What methods of training are available with your proposed implementation (Examples: onsite instructor, self paced, recorded webinars/videos and distance learning)? |
|  | [insert here] |
|  | During post implementation, will self-paced, online training curriculums/materials be available to support new employees? |
|  | [insert here] |
|  | The proposal must include the ability for Application administrator level users to have direct contact with level 2 or higher support post implementation. Does your company's proposal include this ability? |
|  | [insert here] |
|  | What is your average pay rate mark up for the rates supplied in the "On Site Hourly Rates" Worksheet, Columns D/E? |
|  | [insert here] |
|  | What is the average retention period for resources? |
|  | [insert here] |
|  | What is the average time to placement? |
|  | [insert here] |
|  | What is the average number of candidates before a successful placement? |
|  | [insert here] |
|  | Explain your company's approach to determination of resources from your company vs. subcontractors vs. other. |
|  | [insert here] |
|  | Explain your company's approach to Participating Entity staff resource needs for management or SME staff throughout the duration of the contract.  |
|  | [insert here] |
|  | Explain how your company manages competing requests for resources. |
|  | [insert here] |
|  | List your company's most recent Product milestones. |
|  | [insert here] |
|  | What are the top three (3) selling points of the proposed solution? |
|  | [insert here] |
|  | What are the top two (2) development features scheduled for the next major release of the solution? |
|  |
|  | [insert here] |
|  | What are the top two (2) new features released to the proposed solution in the last 2 years? |
|  |
|  | [insert here] |
|  | What is the average development lead time needed to introduce new Services and upgraded features. |
|  | [insert here] |
|  | Has the proposed solution gone through a third party security analysis of security roles and permissions, source code, program functions, files or database tables? Provide the dates and summary of the analysis. |
|  | [insert here] |
|  | Explain how your company's development team uses automated testing tools as part the development process and how each client environment is replicated for testing. |
|  | [insert here] |
|  | What are your company's standard support hours? |
|  | [insert here] |
|  | What is the level and experience of your company's user support staff? |
|  | [insert here] |
|  | Provide an attached example of the proposed Service Level Agreement (SLA) with your company's response. |
|  | [insert here] |
|  | If your company fails to meet the terms of the SLA, what compensation methods are available? |
|  | [insert here] |
|  | Provide your company's proposed calculation for failed SLA terms. |
|  | [insert here] |
|  | How extensive is your knowledge of the regulations affecting the security of information within my industry? |
|  | [insert here] |
|  | What is your evaluation process when developing an IT Professional workforce plan?  |
|  | [insert here] |
|  | How do you customize solutions for individual customers? |
|  | [insert here] |
|  | What is the average Return on Investment (ROI) of your customers? How do you measure it? |
|  | [insert here] |
|  | Do you use any proprietary software or technology? If not, do you have a preferred technology? |
|  | [insert here] |
|  | Is it required that my company use your proprietary/preferred software? |
|  | [insert here] |
|  | What are the advantages of using your software as opposed to internal systems or another provider’s technology?  |
|  | [insert here] |
|  | Does your software need to be licensed on an ongoing basis? |
|  | [insert here] |
|  | If this relationship comes to an end, is the technology transferable to another MSP? |
|  | [insert here] |
|  | Do you offer an emergency line to call in case of network problems that occur outside your normal hours of operation? If so, do you charge an additional fee for emergency services? |
|  | [insert here] |
|  | Do you have any partnerships you can leverage to ensure support services if your staff is unavailable? |
|  | [insert here] |
|  | Can you create a timeline of steps involved in the development and implementation of an IT Professional workforce plan for my company?  |
|  | [insert here] |
|  | Have you ever encountered setbacks in the implementation of an IT Professional workforce program? What were they and how did you solve them? |
|  | [insert here] |
|  | Provide the number of all:• Software bugs discovered in the last 12 months after code was released for user testing by severity (Critical, High, Medium, Low) •Number of Minor Releases

|  |  |
| --- | --- |
| Severity:Critical \_\_\_\_\_\_\_High \_\_\_\_\_\_\_Medium \_\_\_\_\_\_\_Low \_\_\_\_\_\_\_ | Volume:Number of Minor Releases: \_\_\_\_\_ |

 |
|  | Provide the number of:• Software bugs discovered in the last 2 Years after code released for user testing by severity (Critical, High, Medium, Low) • Major releases in the last 3 years (New Functionality)

|  |  |
| --- | --- |
| Severity:Critical \_\_\_\_\_\_\_High \_\_\_\_\_\_\_Medium \_\_\_\_\_\_\_Low \_\_\_\_\_\_\_ | Volume:Number of Major Releases: \_\_\_\_\_ |

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|  | Describe how your company manages and secures PII or other information that is regulated and/or restricted (i.e. SSN, Birth Dates, Driver’s Licenses, Passport data, etc.) |
|  | [insert here] |
|  | Describe your company’s notification in the event of a breach with respect to regulated and/or restricted data.  Who gets notified and when.  Do they indemnify any individuals in the system who were impacted (i.e. Credit and Fraud protection)? |
|  | [insert here] |
|  | Describe how your company’s VMS is hosted and the location of the data.  Is that data maintained in the CONUS? |
|  | [insert here] |
|  | Describe how your company’s solution manages its security and access.  Each Participating Entity would operate independently, therefore, each would need to have their own secure area. Is this also accessible by an Administrator or Contract Manager, or both?   |
|  | [insert here] |
|  | The Contractor shall demonstrate a high level of quality control standards and service. The Proposer is required to describe its quality standards and guarantees of service, background check processes and other quality assurance processes, and its response to resources that are not performing to quality standards. |
|  | [insert here] |
| 173. | The Contractor shall develop and maintain a customized web based system exclusively for use by PE’s using this Contract. The web based system shall be available with the below required functionality. Please note your solutions’ *current* capabilities on the following website/solution features: |
| YES ⃝ NO ⃝CurrentCapability | Electronically viewable Position Titles, descriptions, experience levels and appropriate rates  |
| YES ⃝ NO ⃝CurrentCapability | A fillable SOW template that allows for electronic submission to Contractor and internal approvers. |
| YES ⃝ NO ⃝CurrentCapability | The fillable SOW populates the Position Title Position Titles, descriptions, experience levels and Contractor rates |
| YES ⃝ NO ⃝CurrentCapability | SOW submission allows for PE hierarchical review and approval |
| YES ⃝ NO ⃝CurrentCapability | Email notification of pending SOW submissions by requestor, reviewer, and approver |
| YES ⃝ NO ⃝CurrentCapability | Email notification of confirmation of Contractor’s receipt of SOW |
| YES ⃝ NO ⃝Currentcapability | Email notification of status and action level of pending/approved SOW |
| YES ⃝ NO ⃝CurrentCapability | Email notification to PE when Contractor submits documents in response to a request |
| YES ⃝ NO ⃝Currentcapability | Contractor can electronically send the PE resumes and/or PE can electronically view/receive same |
| YES ⃝ NO ⃝Currentcapability | Contractor feedback capability |
| YES ⃝ NO ⃝CurrentCapability | Reporting functionality at all user levels, including all user access administrator reporting capability |
| YES ⃝ NO ⃝Currentcapability | Website has links or electronic versions of Contractor’s SLAs, escalation policy and emergency contact information, procedure; contact information |
| YES ⃝ NO ⃝Currentcapability | Website has links or electronic versions of the Contract and approved changes |

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| Provide the proposed Service Level for each category: |
| Level | Response time Goal: | Assignment Goal: | Status Reporting Goal: | Resolution Goal: |
| MinorCosmetic or Low impact error in a limited process with a workaround available. |   |   |   |   |
| MajorMultiple users are impacted. Where an alternative method may be available the method could involve many individuals. |   |   |   |   |
| HighPerformance has degraded or specific functions are not operating correctly. There is not a workaround. |   |   |   |   |
| CriticalThe system is inoperable or is substantially not working. |   |   |   |   |

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| Provide your company's service performance results for the past 2 years for each reference provided: |
| Level | Client Reference Name | Number of Incidents | % met Response time Goals | Average days to Resolution | Longest days to Resolution | Number unresolved |
| MinorCosmetic or Low impact error in a limited process with a workaround available. |   |   |   |   |   |   |
|   |   |   |   |   |   |
|   |   |   |   |   |   |
| MajorMultiple users are impacted. Where an alternative method may be available the method could involve many individuals. |   |   |   |   |   |   |
|   |   |   |   |   |   |
|   |   |   |   |   |   |
| HighPerformance has degraded or specific functions are not operating correctly. There is not a workaround. |   |   |   |   |   |   |
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| CriticalThe system is inoperable or is substantially not working. |   |   |   |   |   |   |
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| Web-Based Applications |
| Accessibility Compliance Evaluation Template  |
| *Criteria*  | Compliant?(Yes / No) | Exceptions to Standard |
| (a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content). |   |   |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. |   |   |
| (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup. |   |   |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet. |   |   |
| (e) Redundant text links shall be provided for each active region of a server-side image map. |   |   |
| (f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape. |   |   |
| (g) Row and column headers shall be identified for data tables. |   |   |
| (h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers. |   |   |
| (i) Frames shall be titled with text that facilitates frame identification and navigation |   |   |
| (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz. |   |   |
| (k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes. |   |   |
| (l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology. |   |   |
| (m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).  |   |   |
| (n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.  |   |   |
| (o) A method shall be provided that permits users to skip repetitive navigation links.  |   |   |
| (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.  |   |   |
| The above shall be interpreted as: Paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4. |

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| Functional Performance Criteria |
| Accessibility Compliance Evaluation Template  |
| *Criteria*  | Compliant?(Yes / No) | Exceptions to Standard |
| (a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided. |   |   |
| (b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided. |   |   |
| (c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided |   |   |
| (d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided. |   |   |
| (e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided. |   |   |
| (f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided. |   |   |

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| Information, Documentation, and Support Criteria |
| Accessibility Compliance Evaluation Template  |
| *Criteria*  | Compliant?(Yes / No) | Exceptions to Standard |
| (a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.  |   |   |
| (b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.  |   |   |
| (c) Support services for products shall accommodate the communication needs of end-users with disabilities.  |   |   |