MIGRATION PLANNING GUIDANCE ATTACHMENT E

RFP BACKGROUND EXPERIENCE AND CAPABILITIES CHECKLIST

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT

Working for America

May 23, 2008
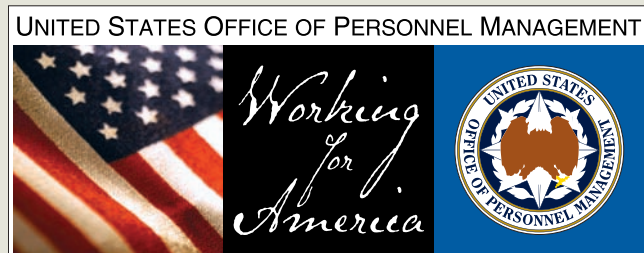
HR LOB SSC Background, Experience and Capabilities Checklist

[**Note to Agencies**: The following checklist is intended to be completed by Offerors. It is submitted with the Offeror's RFP response. The purpose of the Background, Experience and Capabilities checklist is to provide agency evaluators with summary information pertaining to the Offeror's response. It can be used by agency evaluators during the selection and the detailed evaluation process. Information provided by the Offerors within the checklist serves to summarize the more detailed information provided by the Offeror. This list reflects key items that an agency should consider during the selection process. It is not an exhaustive set of questions and may be refined or expanded based on unique agency requirements. Agency evaluators should use this list to supplement their overall evaluation of each Offeror's response.]

The checklist is divided into three sections:
- Part I. Background Information
- Part II. Experience Questions
- Part III. Capabilities Questions

Part I: Background Information
Please limit responses to 100 words or less in this section. If necessary, include reference or additional materials in the form of an attachment. However, responses as provided in the Response field should be no more than 100 words and should directly address the topic area.

Table 1. Part I Background Information

Background Questions		
No.	Criteria	Response
1.	Software Packages - provide vendor, product, and version.	
2.	Production Initiation Date - provide the date the system became (or becomes) operational in the proposed Shared Service Center (SSC).	
3.	Modules/Services Offered - list the modules and services that the SSC offers.	

Background Questions	
No.	**Criteria**	**Response**
4.	Customers - provide information on existing customers to demonstrate capabilities, including but not limited to indicators of size, budget/revenue, approximate number of employees, and number of named and/or concurrent users.	
5.	Unique Customer Needs - describe the SSC's ability and approach for handling customization and change requests.	
6.	Transaction Volume - provide historical data of transaction processing capabilities including but not limited to transaction type and volume.	
7.	Quality Assurance - describe the SSC's quality assurance processes (e.g., Capability Maturity Model certification/date).	
8.	Service Quality Metrics - provide currently tracked service quality metrics.	
9.	Change Management - provide details regarding change management processes (i.e., how will new requirements be incorporated into the solution).	
10.	Business Operating Model - from the customer's perspective, briefly describe the SSC's business model.	
11.	Service Provision Model - from the supplier's perspective, describe the SSC's means of providing and managing the provision of services, including but not limited to services contracted out, contracting method (fixed-price vs. time & materials), contract incentives, hosting, use and scope of Independent Verification and Validation (IV&V), and program management structure.	
12.	Corporate Stability - provide information regarding the financial health and stability of the SSC.	

Background Questions		
No.	**Criteria**	**Response**
13.	Pricing Model - describe pricing models offered (e.g., pricing per user, per transaction, and/or on a subscription basis). What is the minimum term-of-service required for SSC customers?	
14.	Corporate Structure - provide details on corporate structure to include all partners involved in the solution (e.g., hosting providers, managed service providers, software application vendors, and system integrators).	

Part II: Experience Questions
A response of "no" to any of the following experience-related questions shall be accompanied by a commitment to meet the requirement. Please limit comments to 100 words or less in this section. If necessary, include reference or additional materials in the form of an attachment. However, responses as provided in the Response field should be no more than 100 words and should directly address the topic area.

Table 2. Part II Experience Questions

Experience Questions		
No.	**Criteria**	**Response**
15.	Does the SSC provide the HR LOB sub-functions requested by the customer agency as described in the agency's statement of need?	
16.	What previous migrations to the SSC have occurred for the HR LOB sub-functions requested by the customer agency as described in the agency's statement of need? For each migration, briefly describe the migration timeline, services subscribed to, and data migrated to the SSC.	
17.	How the SSC demonstrates alignment with the customer agency's HR goals and objectives?	
18.	Does the SSC support integration to HR-related E-Gov initiatives: - Enterprise HR Integration (EHRI) - E-Payroll - E-Clearance - E-Training - Recruitment One-Stop - Retirement Systems Modernization	
19.	How does the SSC have a performance measurement methodology in place with performance metrics aligned to the HR LOB Performance Model?	
20.	Has a Risk Management plan been completed within the last six months?	

Experience Questions		
No.	Criteria	Response
21.	Does the SSC utilize onshore facilities and resources only?	
22.	Does the SSC system have an appointed information systems security officer?	
23.	Has the SSC undergone a Federal Information Security Management Act (FISMA) review?	
24.	Has the current SSC system been Certified and Accredited within the last 3 years? If so, when was the last Authority to Operate granted?	
25.	Does the SSC have a Continuity of Operations Plan (COOP) and has Disaster Recovery testing been performed? Has the testing been coordinated with customers using its services?	
26.	Does the SSC provide formal incident response capability?	
27.	Does the SSC perform periodic testing and evaluation of management, operational and technical security controls?	

Part III: Capabilities Questions

Please limit responses to 100 words or less in this section. If necessary, include reference or additional materials in the form of an attachment. However, responses as provided in the Response field should be no more than 100 words and should directly address the topic area.

Table 3. Part III Capabilities Questions

Capabilities Questions		
No.	**Criteria**	**Response**
28.	What interfaces are provided as part of the SSC offering? Is the interface automated and in production? Does the SSC have a formal agreement in place with the external system owner?	
29.	How does the SSC ensure security and privacy controls are maintained and monitored through the complex set of partner relationships and widely distributed operations?	
30.	What is the SSC's migration plan to accommodate the agency's unique or specialized characteristics? For example, an agency-wide migration plan versus a phased-in migration plan or a small, simple migration plan versus a large, complex migration. Does the migration plan include operational readiness, scalability, data migration and expansion capacity?	
31.	How will the SSC increase back office transactional support services to an expanding customer base; reference current back-office servicing ratios and projected economies of scale?	

Capabilities Questions		
No.	Criteria	Response
32.	What is the SSC's experience, management approach, and technical approach (e.g., bi-directional feeds, data sync issues, data error correction, transaction retransmission, and interconnection agreements) to interfacing with external systems, including front-end and back-end feeds to financial, payroll, HR, and management information systems?	
33.	What is the SSC's change control approach? Provide a description that includes at least: - Membership of the Change Control Board - Frequency of meetings - Resources devoted to supporting research and recommendations to the change control board - Problem report tracking and resolution - Change request and approval procedures - Prioritization methodology - Release schedule and notification procedures - Extent of customer agency participation	
34.	Please provide as an attachment a detailed organization chart and process description depicting how the various partners work together, how communication is conducted, how responsibility is divided among the team to ensure an integrated solution and how overall partner/team management is conducted?	
35.	How will the SSC support/participate in the customer agency enterprise architecture program to: - ensure alignment with the FEA - meet customer agency target architecture objectives	
36.	How will the SSC meet the current and future Federal Transition Framework initiatives, such as the HSPD-12, IPv6 transition, and E-Authentication?	

Capabilities Questions		
No.	**Criteria**	**Response**
37.	Which assets developed during the engagement are owned by the customer agency and available for reuse by the customer agency or Federal government? Specifically address the following • Data warehouses and reporting systems-associated meta-data/data dictionary including business rules and codified logic for formatting and editing and transforming raw data into readable form such as production reports, forms, and files • Interfaces and integration-business rules and codified logic association with validation and transformation of raw data into various formats based on the source and target system needs • Repositories and libraries-such as those housing formatted Position Descriptions, standard operating procedures, training materials, desk guides and other centralized content • Workflow and self-service-business rules and codified logic within web based portals and dashboards often associated with help desks, self service routines and customer facing web sites	

UNITED STATES
OFFICE OF PERSONNEL MANAGEMENT
1900 E Street, NW
Washington, DC 20415