Part IA –Technical Proposal for Grant Management System

RFP No: 3474

Due Date: July 31, 2017 @ 2:00 PM

Submitted to:

HTC Global Services, Inc.

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Troy, MI 48084
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Section I: Title Page

Part IA – Technical Proposal	
RFP Title:	Grant Management System
RFP:	3474
Vendor Name:	HTC Global Services, Inc.
Address:	3270 West Big Beaver Road Troy, Michigan 48084
Opening Date:	July 31, 2017
Opening Time:	2:00 PM

Table of contents

Section I: Title Page *2*

Section III – Vendor Information Sheet *5*

Section IV – State Documents *6*

4.1 Signed Amendments 6

4.2 Attachment A – Confidentiality and Certification of Indemnification 7

4.3 Attachment B – Vendor Certifications 8

4.4 Vendor Licensing Agreements 9

4.5 Copies of Applicable Certifications and/or Licenses 10

Section V – System Requirements *11*

5.1 Security Standards 11

5.2 Requirements Matrix 13

Section VI – Scope of Work *47*

6.4 Planning and Administration 47

6.5 Change Management Plan 50

6.6 Pre-Grant Award Setup 51

6.7 Post-Grant Award Setup 52

6.8 Sub-Recipient Setup 53

6.9 On-Going Technical Support 53

Section VII – Company Background and References *55*

7.1 Vendor Information 55

7.2 Subcontractor Information 62

7.3 Business References 63

7.4 Vendor Staff Skills and Experience Required 63

7.5 Vendor Staff Resumes 65

7.6 Preliminary Project Plan 65

7.7 Project Software Tools 65

Section VIII – Attachment H – Proposed Staff Resume *67*

Section IX – Preliminary Project Plan *78*

Section X – Requirement Matrix *85*

Section XI – Other Informational Material *92*

9.1 Risk Management Process 92

9.2 Maintenance and Support 92

9.3 Education and Training 93

9.4 Application and Data Security 95

9.5 Organization Security Policy 96

9.5 Hosting Environment 97

Section III – Vendor Information Sheet

VENDOR INFORMATION SHEET FOR RFP 3474

Vendor Shall:

A) Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 shall be used for development of the contract;

B) Type or print responses; and

C) Include this Vendor Information Sheet in Section III of the Technical Proposal.

V1	Company Name	HTC Global Services, Inc.

V2	Street Address	3270 West Big Beaver Road

V3	City, State, ZIP	Troy, Michigan 48084

V4	Telephone Number		
	Area Code: 248	Number: 786 2500	Extension:

V5	Facsimile Number		
	Area Code: 248	Number: 786 2515	Extension:

V6	Toll Free Number		
	Area Code:	Number:	Extension:

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: James Joseph
	Title: Vice President, Government Services
	Address: 3270 West Big Beaver Road, Troy, Michigan 48084
	Email Address: James.joseph@htcinc.com

V8	Telephone Number for Contact Person		
	Area Code: 248	Number: 786 2500	Extension: 128

V9	Facsimile Number for Contact Person		
	Area Code: 248	Number: 786 2515	Extension:

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: Sutbir Randhawa	Title: VP – IT Solutions

V11	Signature ***(Individual shall be legally authorized to bind the vendor per NRS 333.337)***	
	Signature:	Date: 7-24-2017

Section IV – State Documents

The State documents section shall include the following:

4.1 Signed Amendments

A. The signature page from all amendments signed by an individual authorized to bind the organization

The response to the questions Addendum has been reviewed and accepted.

ALL ELSE REMAINS THE SAME FOR RFP 3474.

Vendor must sign and return this amendment with proposal submitted.

Vendor Name: HTC Global Services, Inc.

Authorized Signature:

Title: Vice President – IT Solutions Date: 7-27-2017

This document must be submitted in the "State Documents" section of vendors' technical proposal.

Amendment 1 *RFP 3474* *Page 15 of 15*

Adobe Acrobat Document

4.2 Attachment A – Confidentiality and Certification of Indemnification

ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION

Submitted proposals, which are marked "confidential" in their entirety, or those in which a significant portion of the submitted proposal is marked "confidential" **shall not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a "trade secret" as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors' technical and cost proposals become public information.

In accordance with the submittal instructions of this RFP, vendors are requested to submit confidential information in separate files marked "**Part IB Confidential Technical**" and "**Part III Confidential Financial**".

The State shall not be responsible for any information contained within the proposal. If vendors do not comply with the labeling and packing requirements, proposals shall be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that shall be in an open meeting format, the proposals shall remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act shall constitute a complete waiver and all submitted information shall become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information.

Please initial the appropriate response in the boxes below and provide the justification for confidential status.

Part IB – Confidential Technical Information			
YES		NO	X
Justification for Confidential Status			

Part III – Confidential Financial Information			
YES	X	NO	
Justification for Confidential Status			
HTC is a privately held company and does not make its financial statements public. As required by the RFP, HTC has submitted its financial statements as a hard copy with envelope marked as "Part III – Confidential Financial Information" solely for evaluation of this proposal. These statements are marked Confidential and should not be released to anyone other than person(s) designated by State of Nevada for evaluating them.			

HTC Global Services, Inc.
Company Name

Signature

Sutbir Randhawa
Print Name

7-24-2017
Date

This document shall be submitted in Section IV of vendor's technical proposal

4.3 Attachment B – Vendor Certifications

ATTACHMENT B – VENDOR CERTIFICATIONS

Vendor agrees and shall comply with the following:

(1) Any and all prices that may be charged under the terms of the contract do not and shall not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.

(2) All proposed capabilities can be demonstrated by the vendor.

(3) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.

(4) All proposal terms, including prices, shall remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, shall remain in effect throughout the contract negotiation process.

(5) No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals shall be made in good faith and without collusion.

(6) All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion shall be in writing and included in the proposal at the time of submission.

(7) Each vendor shall disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict shall be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest shall automatically result in the disqualification of a vendor's proposal. An award shall not be made where a conflict of interest exists. The State shall determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.

(8) All employees assigned to the project are authorized to work in this country.

(9) The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.

(10) The company has a written policy regarding compliance for maintaining a drug-free workplace.

(11) Vendor understands and acknowledges that the representations within their proposal are material and important, and shall be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.

(12) Vendor shall certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.

(13) The proposal shall be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

HTC Global Services, Inc.

Vendor Company Name

Vendor Signature

Sutbir Randhawa

Print Name

7-24-2017

Date

This document shall be submitted in Section IV of vendor's technical proposal

4.4 Vendor Licensing Agreements

Sample_SLA.doc

4.5 Copies of Applicable Certifications and/or Licenses

E. Copies of applicable certifications and/or licenses.

NOT APPLICABLE

Section V – System Requirements

5.1 Security Standards

3.1.1 System shall meet State security standards for transmission of personal information as outlined in NRS 205.4742 and NRS 603A.

The proposed system will meet the State security standards for transmission of personal information as outlined in NRS 205.4742 and NRS 603A.

3.1.2 Protection of sensitive information shall include the following:

3.1.2.1 Sensitive information in existing legacy applications shall encrypt data as is practical.

3.1.2.2 Confidential personal data shall be encrypted.

3.1.2.3 Any electronic transmission of personal information shall comply with NRS 603A.215 (2 & 3).

3.1.2.4 Sensitive data shall be encrypted in all newly developed applications.

HTC agrees and complies with the requirements for protection of sensitive information.

Please refer to Section 9.4 Application and Data Security for more information

3.1.3 All information technology services and systems developed or acquired by agencies shall have documented security specifications that include an analysis of security risks and recommended controls (including access control systems and contingency plans).

HTC complies with the security requirements mentioned above.

3.1.4 Security requirements shall be developed at the same time system planners define the requirements of the system. Requirements shall permit updating security requirements as new threats/vulnerabilities are identified and/or new technologies implemented.

HTC complies with the security requirements mentioned above.

3.1.5 Security requirements and evaluation/test procedures shall be included in all solicitation documents and/or acquisition specifications.

HTC complies with the security requirements mentioned above.

3.1.6 Systems developed by either internal State or contracted system developers shall not include back doors, or other code that would cause or allow unauthorized access or manipulation of code or data.

HTC complies with the security requirements mentioned above.

3.1.7 Security specifications shall be developed by the system developer for approval by the agency owning the system at appropriate points of the system development or acquisition cycle.

HTC complies with the security requirements mentioned above.

3.1.8 All system development projects shall include a documented change control and approval process and shall address the security implications of all changes recommended and approved to a particular service or system. The responsible agency shall authorize all changes.

HTC complies with the security requirements mentioned above.

3.1.9 Application systems and information that become obsolete and no longer used shall be disposed of by appropriate procedures. The application and associated information shall be preserved, discarded, or destroyed in accordance with Electronic Record and Record Management requirements defined in NRS and NAC 239, Records Management.

HTC complies with the security requirements mentioned above.

3.1.10 Software development projects shall comply with State Information Security Consolidated Policy 100, Section 4.7, Software Development and Maintenance and State Standard 131, "Security for System Development".

3.1.10.1 Separate development, test and production environments shall be established on State systems.

3.1.10.2 Processes shall be documented and implemented to control the transfer of software from a development environment to a production environment. New hardware/software is not introduced into a production environment until it is fully tested and accepted by the State.

3.1.10.3 Development of software and tools shall be maintained on computer systems isolated from a production environment.

3.1.10.4 Access to compilers, editors and other system utilities shall be removed from production systems.

3.1.10.5 Controls shall be established to issue short-term access to development staff to correct problems with production systems allowing only necessary access.

3.1.10.6 Security requirements and controls shall be identified, incorporated in and verified throughout the planning, development, and testing phases of all software development projects. Security staff shall be included in all phases of the System Development Lifecycle (SDLC) from the requirement definitions phase through implementation phase.

HTC is proposing to implement its Commercial Off-the-Shelf (COTS) solution EGrAMS software as a SaaS solution and the above requirements may not be applicable . However, HTC development projects are in compliant with the State Information

Security Consolidated Policy 100, Section 4.7, Software Development and Maintenance and State Standard 131, "Security for System Development".

Please refer to Section 9.5 Hosting Environment for more information.

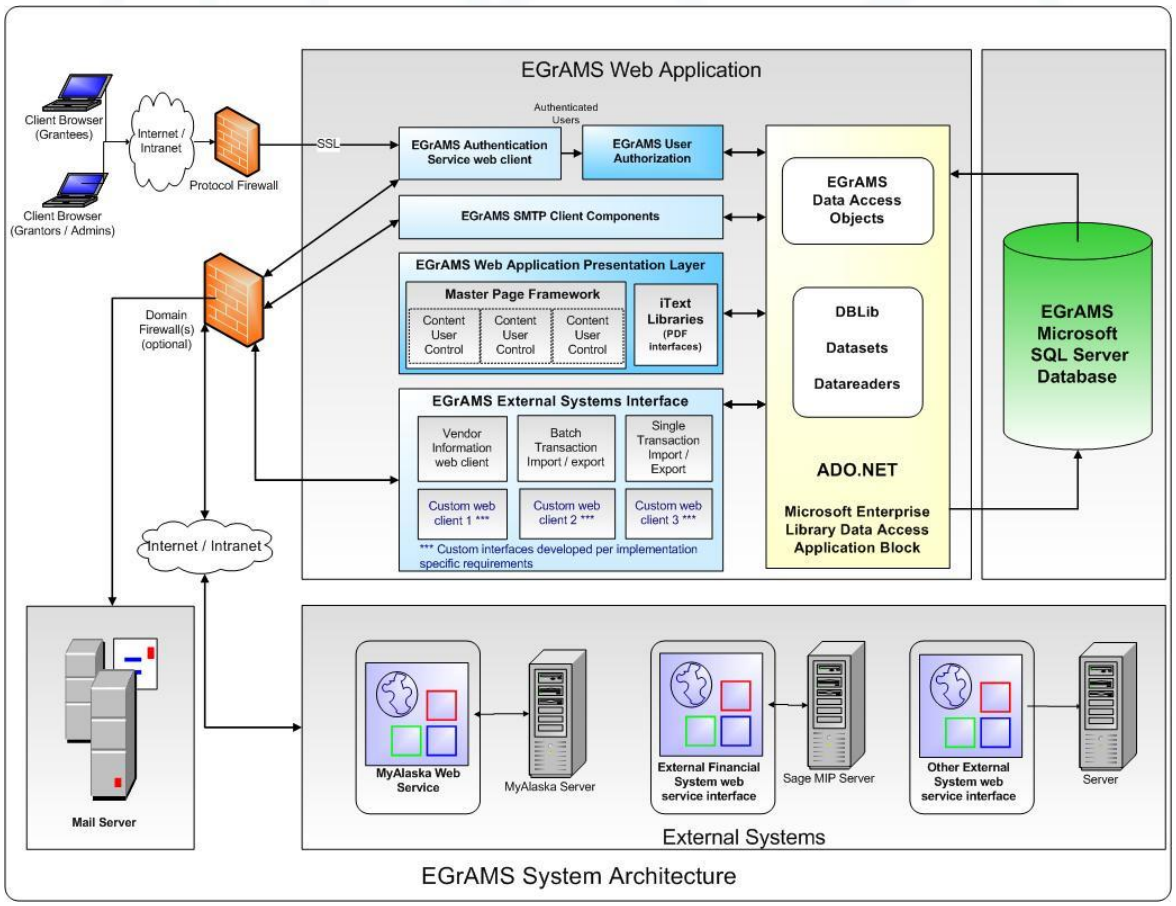
5.2 Requirements Matrix

3.2.1 Present the platform requirements for efficient operation of the system;

EGrAMS is designed using an n-tier architecture consisting of four basic layers:

- **Presentation Tier** – is responsible for the user interface and is implemented using ASP.NET, HTML, JavaScript, CSS, iText Libraries.
- **Business Tier** – is responsible for implementing business processes and business work flows and is implemented using VB.NET, Web Services.
- **Data Tier** – is responsible for all database operations and uses MS SQL Server as the database. In addition, the data tier uses ADO.NET and stored procedures.
- **Data Exchange Tier** – is responsible for data manipulation, conversion and transformation and is implemented using VB.NET, C#, XML and web services.

Depicted below is high-level application architecture of the various EGrAMS components.



EGrAMS uses a thin client and does not require any additional software to be installed on individual workstations. The workstation requirements are listed below:

Software	Tools / Technology
Development Tools	.Net Framework - Visual Studio .NET 4.5, ADO.Net, XML, HTML5, CSS3, JQuery
Database	MS SQL Server 2005, 2008, 2012, 2014
Server Operating System	Windows Server 2012
Web Server	Windows 2012, IAS 8
Web Browser	W3C Compatible browser (Internet Explorer, Edge, Chrome, Firefox, Safari)

3.2.2 Review the requirements matrix carefully to insure that the proposed system design addresses all of the requirements

3.2.3 Tie each data element/function to the vendor's project plan by task number; and

3.2.4 Respond to all of the requirements by properly coding and indicating how the requirement is satisfied. The proposed costs and project plan shall reflect the effort needed to satisfy the requirements.

3.2.5 Identify, for each of the system requirements identified in the requirements matrix, whether it is:

3.2.6 Identify whether each requirement is in the firm fixed price included within the cost proposal.

All functionality identified in the Requirements Matrix are included in the cost proposal.

3.2.7 Describe how the proposed system meets the requirements specified within this RFP.

HTC's Electronic Grants Administration and Management System (EGrAMS) is an enterprise wide, configurable and scalable system that can be utilized by multiple state agencies. The system supports an enterprise-wide portal and uses single sign-on.

HTC proposes to implement EGrAMS as a Software as a Service (SaaS) solution to meet the specific requirements of the State. EGrAMS has been built from the grounds up for grant managing organizations to streamline and simplify its grants administration and management processes.

EGrAMS Configuration Components

Many State agencies support several grant programs. Based on the nature and focus of the grant program, the process, the application and the required business rules may differ from one grant program to another. Another challenge faced by State Departments/ Agencies is to incorporate business rule changes based on federal mandates in a limited period of time. EGrAMS is a configurable application that allows end users to make required changes to the process, application, business rules and security with any changes to the software. The three modules under EGrAMS Configuration Components that are listed below make HTC's EGrAMS unique among grant management systems since additional functionality, change of business rules can be accommodated by changing the configuration rather than the software.

- ***Master Data and Security***

  This module allows the State system/security administrators to set-up/control parameters and validation tables. Setup information is a one-time activity during initial implementation to setup parameters, application lookups, security and other information required by the system. The Security module involves set up of roles, roles access, screen function level and stage-based access. This function can be performed either by the Information Technology or Department Security administrators.

- ***Application Designer Engine (Business Rules)***

  This module involves setting up the grant application form templates, defining eligibility criteria, business rules, assurances and certifications, appropriate budget categories and required approvals/authorizations, creating the grant application package (application form, instructions, etc), and publishing the package.

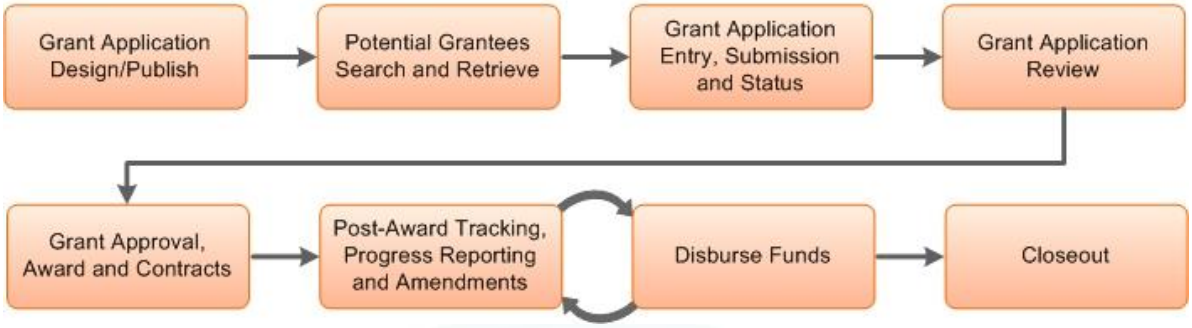
- ***Workflow Engine***

  "Workflow" is the various stages a grant application goes through from entry to closeout. A grantor agency may offer multiple grant types and each type may have a different workflow. The workflow engine allows grantor agencies to configure the various stages of the grant life cycle associated with each grant type. In addition to defining the various stages, the routing and completion criteria (eg. send email, allows field edits, generate application number, etc.) can be defined for each stage.

Business Process for Grant Management

The following flow charts and descriptions describe the grant life cycle from planning through closeout as an eight-step process, illustrated in the following diagram:

End-to-End EGrAMS Process Flow



Value Adds

HTC provides the following value adds that EGrAMS provides as a solution in its entirety:

- ***Improvement of process efficiency – EGrAMS streamlines and simplifies grant managements processes and procedures, end-to-end. This will help the State (Department / Agency) to eliminate inefficient processes and improve process efficiency***
- ***Reduction of cost of ownership – EGrAMS is highly configurable, and will reduce State's cost of ownership by allowing the State's personnel to independently administer, configure, and manage all programs without vendor dependency***
- ***Single solution for the enterprise – EGrAMS is an Enterprise-wide solution and can meet the needs of a wide variety of grants programs***
- ***Meeting implementation schedule – EGrAMS is a highly configurable solution. This along with HTC's proven implementation methodology makes EGrAMS the most attractive solution to help the State meet its project timelines***
- ***Alignment of processes with industry best practices – the aggregated experience that HTC has gained through implementing grants management solutions and meeting business objectives of several government departments will help us align the grants management business processes of the State with industry best practice***
- ***Knowledge Transfer – HTC will train the State Staff in configuring EGrAMS. This will make them proficient in configuring EGrAMS independently***
- ***SaaS Application – EGrAMS is available as a SaaS application. HTC has the ability to use Amazon Web Services (AWS) as our cloud-hosting partner and provide the secure hosting services out of Amazon's multi-region data centers***

3.2.8 Provide detail with narrative and screen shots to depict task compliance.

1. Grant Acquisition

Provide Potential Grant Opportunities

In database?

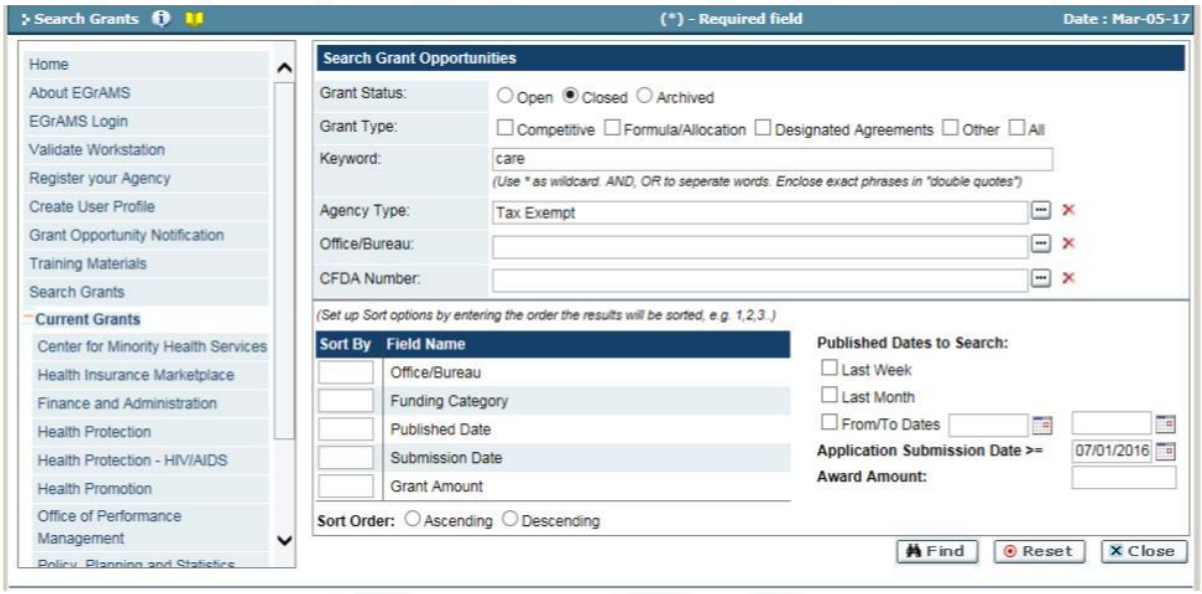
EGrAMS stores all data for grant programs, including Potential Grant opportunities in its server database. All data generated under this contract will be owned by the State. This data is available from the web-application until it is archived.

Searchable database?

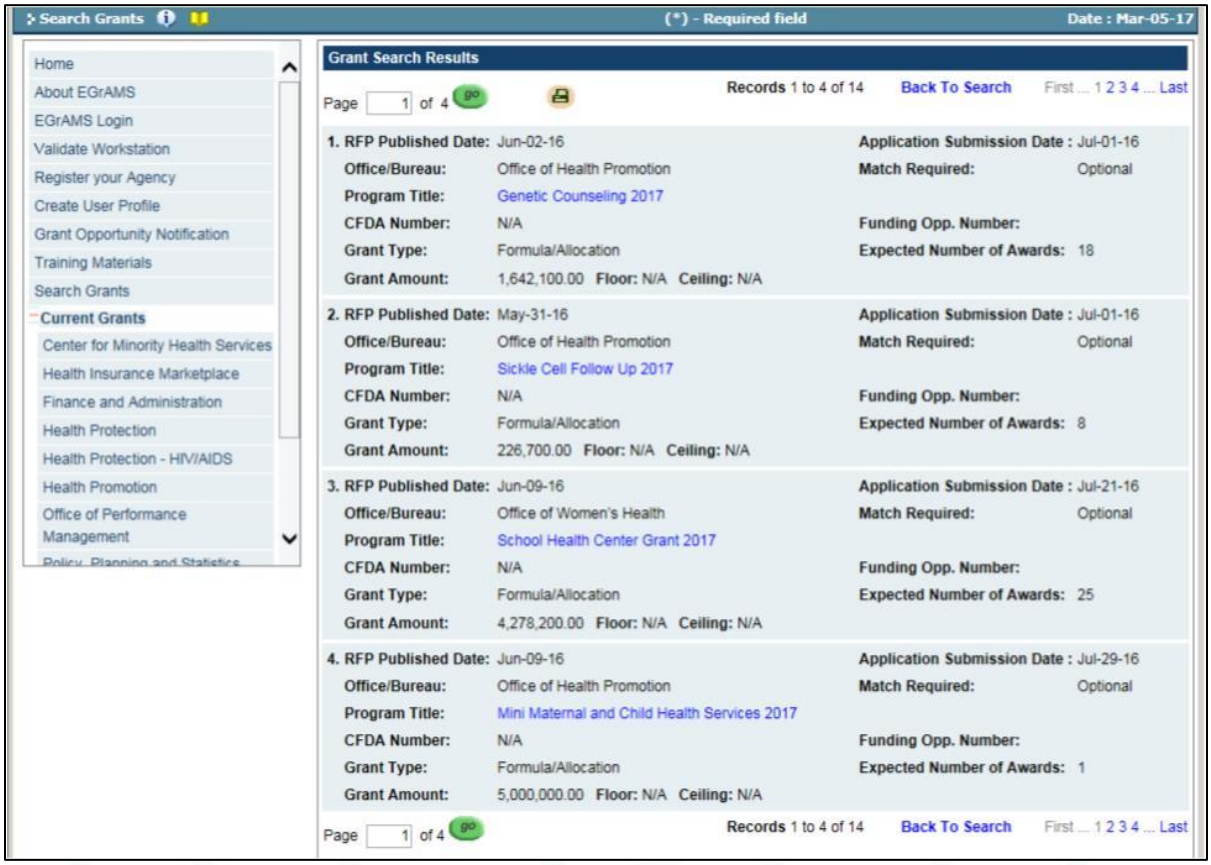
EGrAMS supports various user defined search criteria for easy retrieval of required application information. Below is an example of the user defined search criteria.

EGrAMS facilitates a comprehensive search (including full-text search) for available grant information based on user defined search criteria. EGrAMS supports a 'Grant Inquiry' option that all the information related to a grant based on user defined search criteria.

EGrAMS supports various user defined search criteria for grant opportunities using the 'Search Grants' option. Users may use one or more search criteria including wild cards to narrow down their search results. The search criteria screen also offers lookups to aid the user. In addition to the search criteria, EGrAMS also supports sort criteria. Listed below is the search criteria for the 'Search Grants' screen.



Listed below is an example of the search results for the above search criteria.



The above screen displays basic information of each grant. Users can browse through the Search results or print the results by clicking on the 'Print' icon.

Users can view additional details on the specific grant opportunity by clicking on the respective grant link. The window displays the grant information in a separate window with three tabs – General, Additional Information and Documents. Clicking the grant link displays the General Information for the respective grant that comprises of a brief synopsis or description of the grant, important dates, Technical Assistance information and grant contact information. If a keyword search is used, the system also highlights the matching keywords.

Listed below is an example of the grant opportunity details highlighting the keyword in the 'Synopsis' pane of the screen.

View Synopsis — Date : Mar-05-17

Print | Close

Grant Category: Health Promotion — Grant Program: Genetic Counseling 2017

General | Additional Information | Documents

Synopsis

The Illinois Department of Public Health (IDPH), Office of Health Promotion, will provide funding to genetic centers to increase the availability of statewide genetic services to families in Illinois who have a child or family member with a heritable condition or are at risk for a genetic condition/concern. The genetic centers provide follow-up for diagnosis, treatment and counseling of clients. In addition, education and information about genetic disorders will be provided to health care providers and communities.

Timeline

RFP Publication Date:	06/02/16	Submission Date / Time:	07/01/2016 05:00:00 PM	Approval Date:	07/11/16
Available Funding Amount:	1,642,100.00	Min. Requested Amount:	N/A	Max. Requested Amount:	N/A

Technical Assistance Session (Not Applicable)

Contacts

Name	Email	Title	Telephone	Type
Nikki Woolverton	nikki.woolverton@illinois.gov	Project Coordinator	(217) 557-2931	Primary

Listed below is the information displayed by clicking the 'Additional Information' tab.

View Synopsis — Date : Mar-05-17

Print | Close

Grant Category: Health Promotion — Grant Program: Genetic Counseling 2017

General | Additional Information | Documents

Agency :	Illinois Department of Public Health	
Office :	Office of Health Promotion	
Fund Opportunity # :	N/A	
CSFA # :	482-00-0916	Genetic Counseling
CFDA # :	N/A	
No. Of Awards :	18	
Source of Funding :	☐ Federal or Federal pass-through ☑ State ☐ Private / Other Funding	
Match Applicability :	Optional	Match Percentage / Amount : 0.00
Indirect Cost :		

EGrAMS supports upload of various documentation at a grant level. In addition, the information also identifies if any program documentation was changed after the initial upload.

Listed below is the information displayed by clicking the 'Documents' tab.

View Synopsis — Date : Mar-05-17

Print | Close

Grant Category: Health Promotion — Grant Program: Genetic Counseling 2017

General | Additional Information | Documents

Document Name	Updated	Last Update
Notice of Funding Opportunity (NOFO)	☑	05/27/16
Scope of Work	☐	
Budget Instructions	☐	
Personnel and Duties List	☑	06/02/16
Referral Protocol	☐	
Subcontractor Disclosure Form	☐	
EGrAMS Application Form	☐	

Project / Agency Goals & Metrics search?

EGrAMS supports various user defined search criteria for grant opportunities and related project /agency goals and metrics.

Provide electronic summary of opportunity?

EGrAMS enables users to view summary / synopsis on the specific grant opportunity by clicking on the respective grant link. Clicking the grant link displays the General Information for the respective grant that comprises of a brief synopsis or description of the grant.

Listed below is an example of the grant opportunity details highlighting the keyword in the 'Synopsis' pane of the screen.

View Synopsis — Date : Mar-05-17

Print | Close

Grant Category: Health Promotion — Grant Program: Genetic Counseling 2017

General | Additional Information | Documents

Synopsis

The Illinois Department of Public Health (IDPH), Office of Health Promotion, will provide funding to genetic centers to increase the availability of statewide genetic services to families in Illinois who have a child or family member with a heritable condition or are at risk for a genetic condition/concern. The genetic centers provide follow-up for diagnosis, treatment and counseling of clients. In addition, education and information about genetic disorders will be provided to health care providers and communities.

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Technical Assistance Session (Not Applicable)

Contacts

Name	Email	Title	Telephone	Type
Nikki Woolverton	nikki.woolverton@illinois.gov	Project Coordinator	(217) 557-2931	Primary

Provide previous award information?

EGrAMS supports view and track of award history based on user-defined search criteria. EGrAMS stores all data for grant programs in its SQL server database. This data is available from the web-application until it is archived.

Reviewed by full-time research staff?

All grant opportunities are reviewed by the designated personnel (Program Administrators, Research staff, etc.) prior to posting on the EGrAMS Grants Opportunity Portal. Once approved by the authorized personnel, the opportunity is available on the EGrAMS Grants Opportunity portal.

Federal grants?

The system provides information for grant opportunities managed by the system. HTC may include links to federal grant opportunities on the EGrAMS portal based on State of Nevada specific requirements at no additional cost.

Foundation grants?

The system provides information for grant opportunities managed by the system. HTC may include links to foundation grant opportunities on the EGrAMS portal based on State of Nevada specific requirements at no additional cost.

2. Grant Acquisition

Provide Sharable Workspace and Workflow to Build Grant Application

Shared workspace?

EGrAMS is a configurable application that allows for creating and configuring customized online grant application / program forms for each grant program.

EGrAMS' 'Application Designer' module allows grant administrators for creation of forms online with various types of fields including dropdown lists, check boxes and radio buttons.

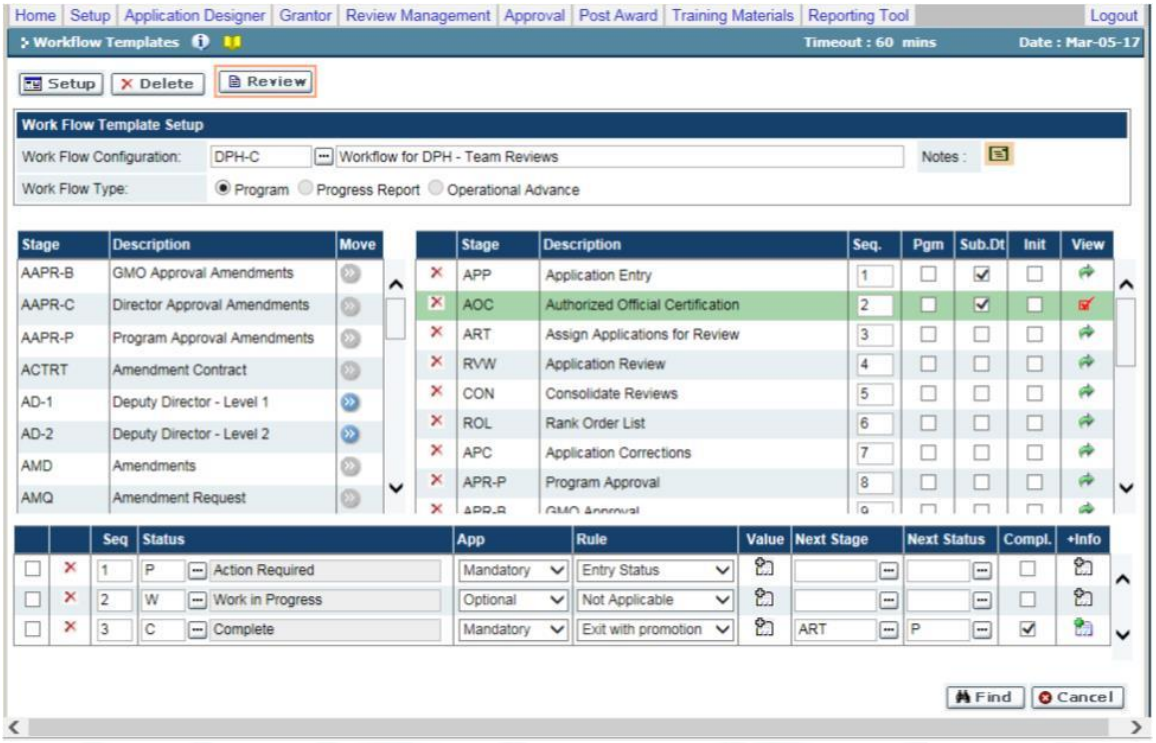
Application Designer Engine (Business Rules) module of EGrAMS allows setting up the grant application form templates, defining eligibility criteria, business rules, assurances and certifications, appropriate budget categories and required approvals/authorizations, creating the grant application package (application form, instructions, etc), and publishing the grant opportunity.

The system supports set up of roles and permissions that restricts access to specific functionality / programs within the system.

Required workflow / approval?

"Workflow" is the various stages a grant application goes through from entry to closeout. A state agency may offer multiple grant types and each type may have a different workflow. Also, one workflow may be used for different grant types. In EGrAMS, the workflow engine allows grantor agencies to configure the various stages of the grant life cycle, the possible status codes within a stage, sequences and exit criteria from a stage. The workflow is assigned to one or more grant programs, as applicable through the program configuration screen.

Below is an example of the workflow creation and maintenance screen.



In the above example, the screen is divided into four panes.

- ***Workflow Code & Name***
- ***Master Stages – This is the pane on the left hand side that identifies the various stages available. (Additional stages may be added to the master stage list)***
- ***Applicable Stages for the respective workflow – This pane identifies the applicable stages for the respective workflow. Configuration of stages is a simple click of the master stages from the left hand pane. In addition, stages are sequenced as per the requirement.***
- ***Applicable Status – This pane identifies the applicable status for the respective stage within a workflow. Configuration of status is a simple selection of the master status codes from the status lookup. In addition, status codes are sequenced and routing information is also defined. In addition, any completion criteria that need to be enforced can be entered.***

In the above example, the workflow 'DPH-C' 'Workflow for IDPH Team Reviews' has several stages. Within each stage there can be multiple status codes, some mandatory and some optional. Every stage has an Entry and Exit status. Exits can be further categorized as Exit with promotion or an Exit with no promotion. A stage may also have multiple Exits with promotion that allows branching.

In the above example, on completion of the 'Authorized Official Certification' the application is promoted to the 'ART-P' stage (Assign Applications for Review).

Completion criteria can also be defined for various Stage/status codes as shown in the example below.

In the above example, the 'Authorized Official Certification – Complete' has the following completion criteria.

1. ***Assign an application number to the submitted application***
2. ***Send a confirmation email for the respective Stage and Status. (Note – Email messages are configured through the EGrAMS system).***

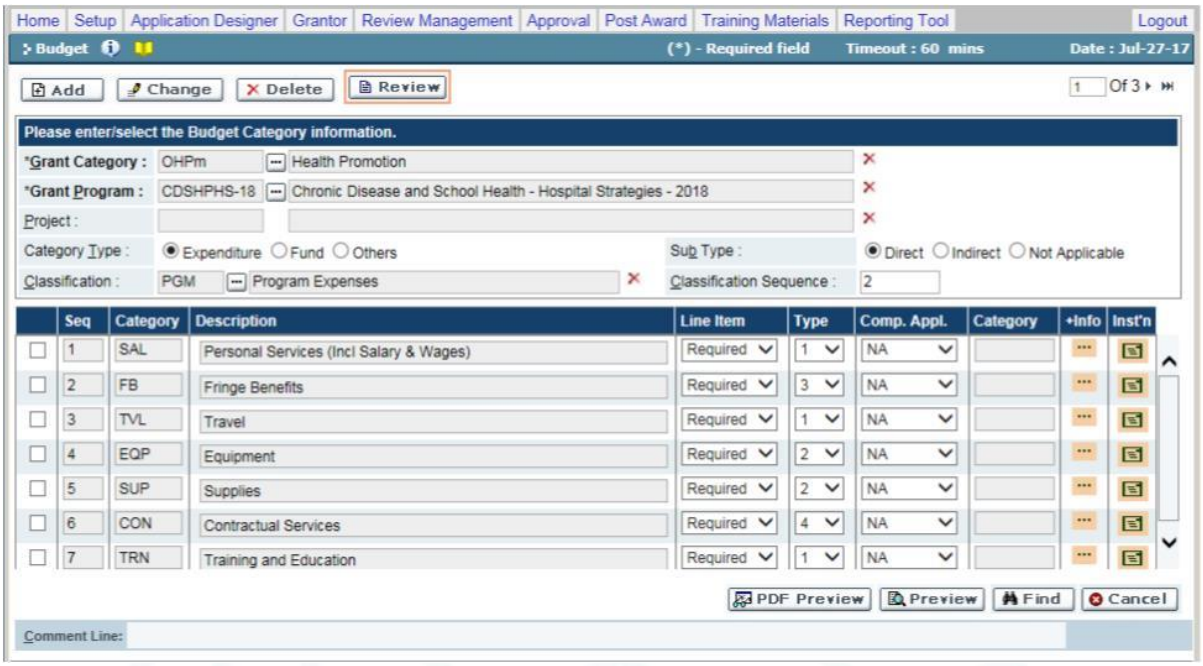
Proposal budget development?

EGrAMS supports configuration of the budget requirements through the 'Budget' designer component configuration.

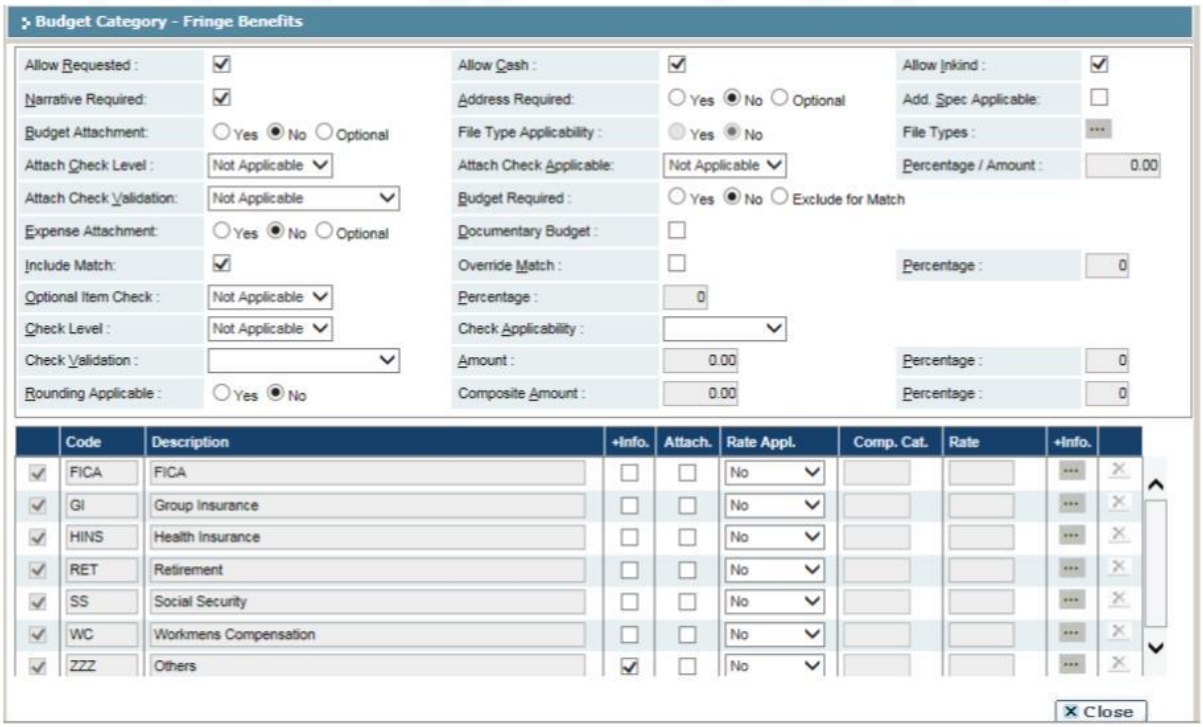
Depending on the focus and nature of a grant program, the expense categories, line items, business rules, etc. may change.

A budget may be categorized into Expenses and Income. Expenses may be further divided into Direct and Indirect Expenses. Each may be further classified into expense groups e.g. Program Expenses, etc.

Below is an example of the attributes defined at a budget level



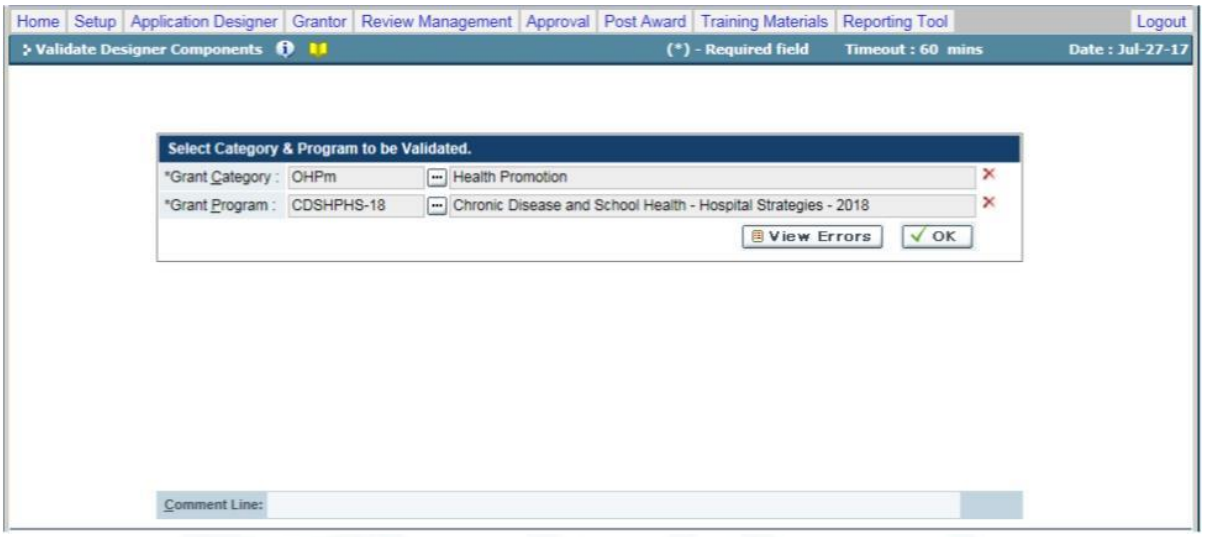
For each of the expense categories, business rules may be defined as applicable. Below is an example of the rules set up at an expense category level (Fringe Benefits)



Track application development?

Application development is performed as a series of configuration steps. The system supports a Validation to ensure the application development is complete and consistent. It provided information on any configuration errors and corrective measures.

Below is an example of the application configuration validation screen



EGrAMS also allows applicants to track the progress of their application and displays a percentage completion bar as the enter their application.

Submission win-rates?

EGrAMS supports a screen interface to determine the success rate of obtaining grants based on the number of applications submitted v/s the number of applications awarded.

The system also supports an Ad hoc Report Writer that allows end users to generate various reports and statistics like Submission Win Rates based on various criteria (e.g. Agency, Program, Fiscal Year, etc.)

3. Grant Solicitation

For Federal pass-thru or State Funds Published to a public portal for application

EGrAMS allows grant administrator to publish a grant opportunities to a portal for federal pass-thru as well as State funded grants. EGrAMS displays a categorized listing of all current, published grant opportunities on the application's home page, under the 'Current Grants' link. Clicking on any of the current grant categories, displays a list of available grants for that category.

Create a state-level grant solicitation?

EGrAMS is a configurable application and allows grantor administrators to create/ configure new state-level grant solicitation.

EGrAMS supports setting up funding sources for each grant program that identifies the funding source as 'Federal', 'State', etc. One program may have a combination of federal as well as state funding, if applicable.

Portal for sub-recipients to submit application?

EGrAMS supports a screen interface to enable sub-recipients to enter and submit all required information of a grant application online. The grant applications are rendered on the browser as online entry forms.

Portal for sub-recipient application evaluation?

EGrAMS supports a screen interface for sub-recipients evaluation.

EGrAMS supports online reviews of grant applications and defining multiple review types and associated business rules for each review type. The system allows review team members to review and score (if scoring is applicable) the assigned applications online.

EGrAMS provides the functionality to rank applications based on review scores. Upon completion of reviews by the review team, the system generates a rank order list and applies the recommended funding amount against the available grant amount. Authorized grantor staff has the flexibility to accept or manually override this allocation and record the reason for the decision.

The system provides review consolidation process during which it displays total scores and average scores assigned by reviewers for the selected application.

Portal for sub-recipient grant award?

EGrAMS supports posting of award information on the portal. The information displayed is based on configurable parameters and typically displays Agency Name, City, Project Summary, Project Start / End Dates, Award Amount and Primary Contact person information.

Provide data regarding submission of awards?

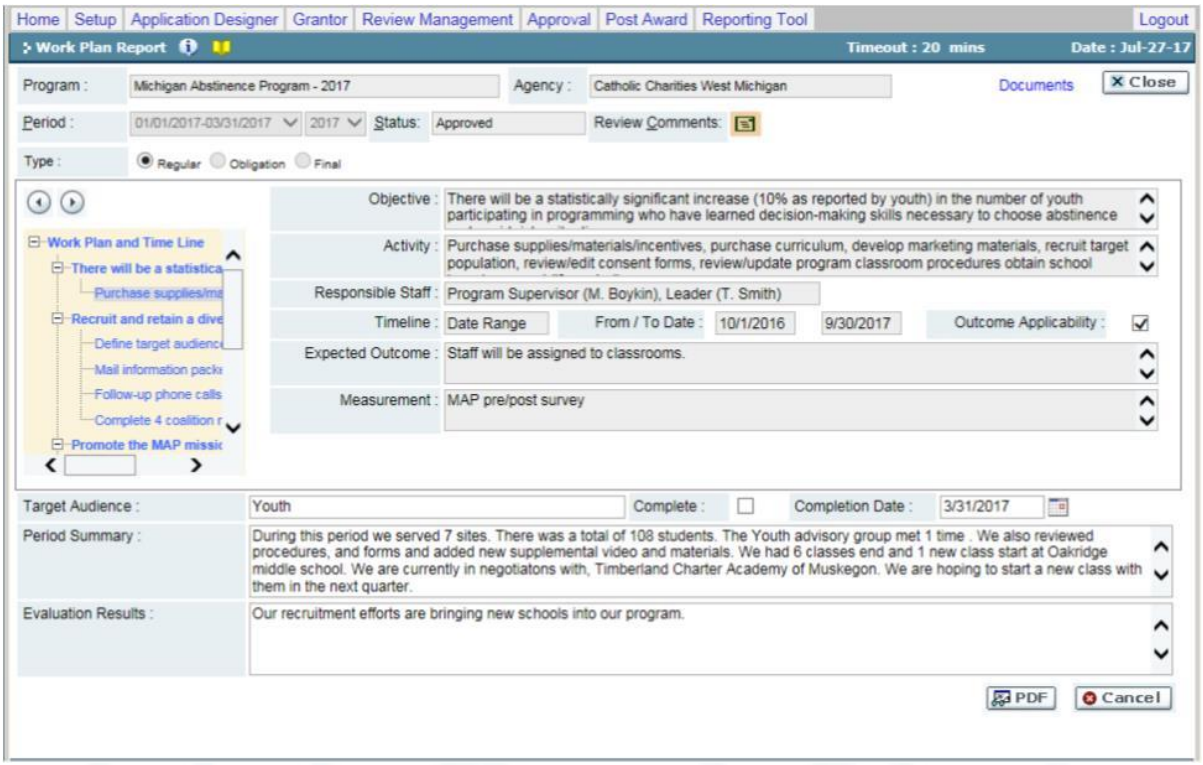
EGrAMS supports submission of awards for approval based on workflow routing. For Team reviews, after the completion of individual reviewer reviews, there is a Consolidation process to get a consensus between the reviewers. On completion of the Consolidation, the system generates a Rank Order List in the descending order of the scores and makes a funding recommendation. The Program Administrator has the ability to override the system rank and move applications up or down the rank by providing an appropriate justification.

4. Sub-grant Recipients and Award

Task and deliverable tracking?

EGrAMS supports tracking of the task and deliverable using progress and performance reports, submitted by the sub-recipients (based on program specific rules and requirements). EGrAMS support tracking of activities and deliverables against the work plan submitted with the application.

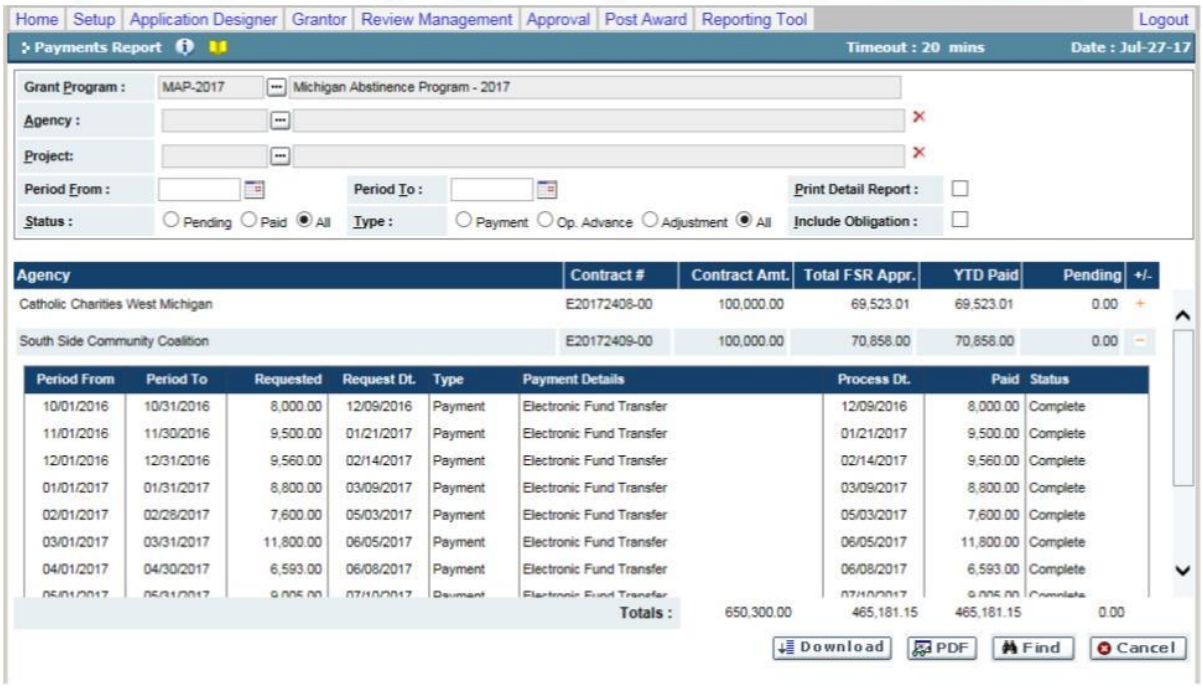
Below is an example of the objectives and activities displayed from the application and period summary entered by the grantee for the reporting period.



To-date expenditures / draw-downs?

EGrAMS supports Summary as well as details reports on Year-to-Date Expenditures and Drawdowns based on user-defined selection criteria.

Below is an example of the Payments Report screen.



In the above example the system displays the agency name, contract #, contract amount, total expenses (FSR's) approved and total payments. Clicking the '+' icon displays the payment history.

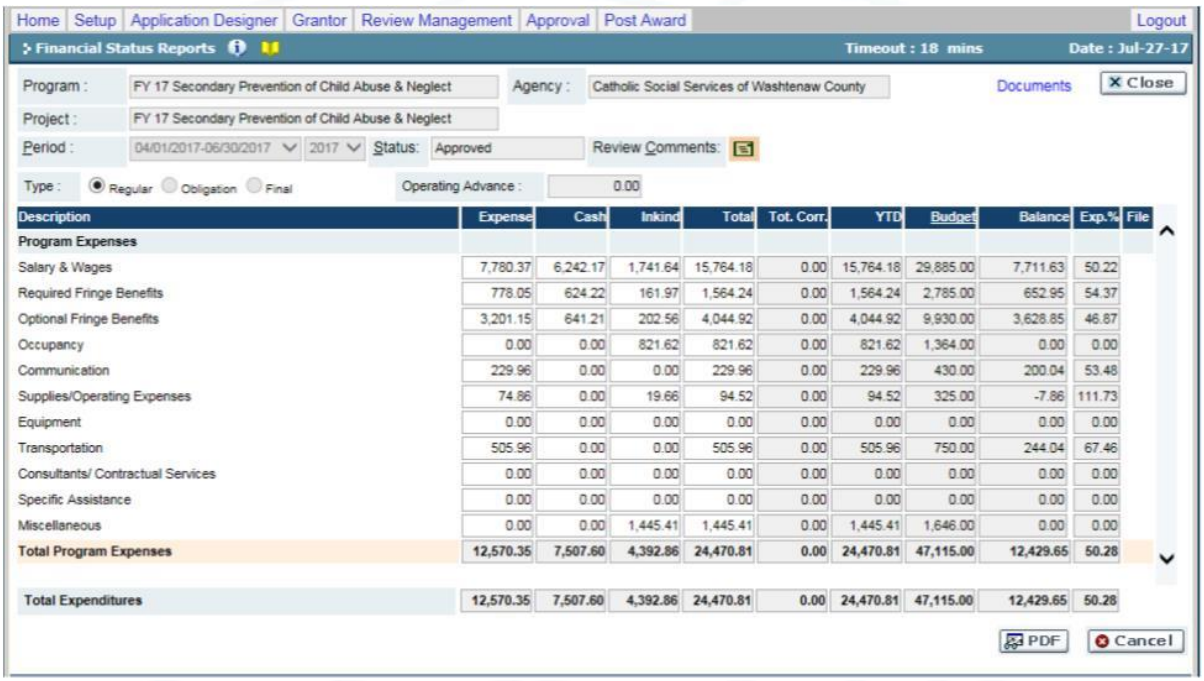
Archive supporting documentation?

EGrAMS supports archiving supporting documents of a grant programs. This data is archived based on user defined retention parameters.

Match and/or Indirect tracking?

EGrAMS supports tracking expenses of all expense categories including Match and Indirect with respect to the budget.

Below is an example the current period match against respect expense categories.



Home | Setup | Application Designer | Grantor | Review Management | Approval | Post Award | Logout

Financial Status Reports — Timeout : 18 mins — Date : Jul-27-17

Program : FY 17 Secondary Prevention of Child Abuse & Neglect — Agency : Catholic Social Services of Washtenaw County — Documents — Close

Project : FY 17 Secondary Prevention of Child Abuse & Neglect

Period : 04/01/2017-06/30/2017 — 2017 — Status: Approved — Review Comments:

Type : Regular / Obligation / Final — Operating Advance : 0.00

Description	Expense	Cash	Inkind	Total	Tot. Corr.	YTD	Budget	Balance	Exp.%	File
Program Expenses										
Salary & Wages	7,780.37	6,242.17	1,741.64	15,764.18	0.00	15,764.18	29,885.00	7,711.63	50.22	
Required Fringe Benefits	778.05	624.22	161.97	1,564.24	0.00	1,564.24	2,785.00	652.95	54.37	
Optional Fringe Benefits	3,201.15	641.21	202.56	4,044.92	0.00	4,044.92	9,930.00	3,628.85	46.87	
Occupancy	0.00	0.00	821.62	821.62	0.00	821.62	1,364.00	0.00	0.00	
Communication	229.96	0.00	0.00	229.96	0.00	229.96	430.00	200.04	53.48	
Supplies/Operating Expenses	74.86	0.00	19.66	94.52	0.00	94.52	325.00	-7.86	111.73	
Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Transportation	505.96	0.00	0.00	505.96	0.00	505.96	750.00	244.04	67.46	
Consultants/ Contractual Services	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Specific Assistance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Miscellaneous	0.00	0.00	1,445.41	1,445.41	0.00	1,445.41	1,646.00	0.00	0.00	
Total Program Expenses	**12,570.35**	**7,507.60**	**4,392.86**	**24,470.81**	**0.00**	**24,470.81**	**47,115.00**	**12,429.65**	**50.28**	
Total Expenditures	**12,570.35**	**7,507.60**	**4,392.86**	**24,470.81**	**0.00**	**24,470.81**	**47,115.00**	**12,429.65**	**50.28**	

PDF — Cancel

Clicking the 'Budget' link displays the match with respect to the budget as shown in the example below.

Budget Breakup

Program : FY 17 Secondary Prevention of Child Abuse & Agency : Catholic Social Services of Washter Period : 04/01/2017-06/30/2017

	Budget				YTD Expenses			
Description	Amount	Cash	Inkind	Total	Expense	Cash	Inkind	Total
Salary & Wages	15,492.00	10,448.00	3,945.00	29,885.00	7,780.37	6,242.17	1,741.64	15,764.18
Required Fringe Benefit	1,431.00	979.00	375.00	2,785.00	778.05	624.22	161.97	1,564.24
Optional Fringe Benefits	6,830.00	2,952.00	148.00	9,930.00	3,201.15	641.21	202.56	4,044.92
Occupancy	0.00	0.00	1,364.00	1,364.00	0.00	0.00	821.62	821.62
Communication	430.00	0.00	0.00	430.00	229.96	0.00	0.00	229.96
Supplies/Operating Exp	67.00	0.00	258.00	325.00	74.86	0.00	19.66	94.52
Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Transportation	750.00	0.00	0.00	750.00	505.96	0.00	0.00	505.96

PDF Close

Outcome performance measurements?

EGrAMS support tracking of performance measurements against the work plan submitted with the application.

Interface data with Nevada's financial management system?

EGrAMS can interface with external systems, such as Financial management system for two-way (upstream and downstream) data transfer.

HTC has successfully integrated EGrAMS with CGI Advantage for the State of Michigan. EGrAMS supports standard API's to external financial systems; however, minor modifications may be required to tailor the interface file / request sent out to the external financial system.

Interface data with Nevada's contract management system?

HTC will develop the interface to Nevada's Contract Management System based of State of NV specific requirements.

View sub-recipient cross-agency data?

EGrAMS supports a consolidated grants portal that enables agencies to view sub-recipient grants information across state agencies.

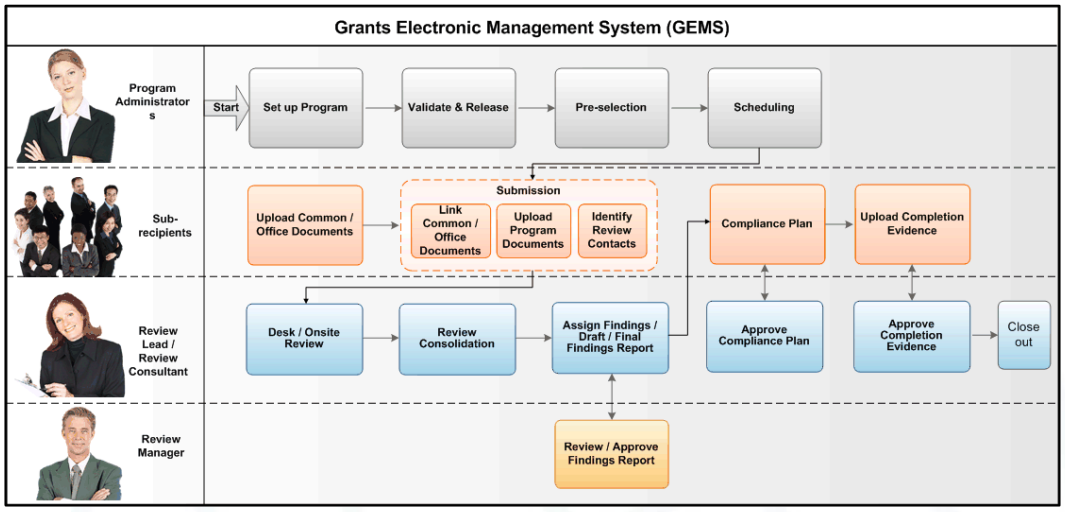
Single audit monitoring tools?

HTC has a comprehensive software application that manages the grant monitoring life cycle of sub-recipients.

Based on the program regulations, it may be required to monitor implementation of Federal and State programs at the local level on a periodic basis. The purpose of these reviews are to ensure funds and other resources are spent or used appropriately in accordance with State and Federal law and applicable policy. The

oversight or monitoring activity includes conducting of "Reviews" of fiscal and programmatic activity. Certain aspects of the Review are conducted "at the desk" while other aspects require the Agency reviewers to go "on site" at the local level (sub-recipient). The Review results in a Findings Report and, as necessary, triggers a Corrective Action Plan (CAP) so the local level can address any gaps and become compliant with the fiscal or program requirements. The local level will provide updates to the CAP as well as evidence to indicate the problem area has been corrected.

Below is an example of the overall monitoring process flow.



FFATA Transparency monitoring tools?

HTC will develop an interface to the FFATA Sub-award Reporting System based on State of NV requirements at no additional cost.

5. Post-award Grant Management

Track real-time, budget-to-actual expenditures?

EGrAMS tracks all expenses reported in real-time with respects to the budgets at a budget / expense category level.

Below is an example of budget to actual expenses.

Home | Setup | Application Designer | Grantor | Review Management | Approval | Post Award | Reporting Tool | Logout

Financial Status Report — Timeout : 20 mins — Date : Jul-27-17

Program : Michigan Abstinence Program - 2017 — Agency : Catholic Charities West Michigan — Documents — Close

Period : 06/01/2017-06/30/2017 — 2017 — Status: Approved — Review Comments:

Expenditures | Source of Funds — Type : Regular / Obligation / Final — Operating Advance : 0.00

Description	Current	Tot. Corr.	YTD	Budget	Balance	Exp.%	File	Cor.
Program Expenses								
Salary & Wages	6,280.73	0.00	50,087.61	72,383.00	22,295.39	69.20		
Fringe Benefits	2,180.04	0.00	18,820.45	25,912.00	7,091.55	72.63		
Travel	264.64	0.00	744.89	1,520.00	775.11	49.01		
Supplies & Materials	260.61	0.00	831.55	2,985.00	2,153.45	27.86		
Contractual	0.00	0.00	0.00	0.00	0.00	0.00		
Equipment	0.00	0.00	0.00	0.00	0.00	0.00		
Other Expenses	11,609.13	0.00	36,528.51	47,200.00	10,671.49	77.39		
Total Program Expenses	**20,595.15**	**0.00**	**107,013.01**	**150,000.00**	**42,986.99**	**71.34**		
Indirect Costs	0.00	0.00	0.00	0.00	0.00	0.00		
Total Expenditures	**20,595.15**	**0.00**	**107,013.01**	**150,000.00**	**42,986.99**	**71.34**		

PDF — Cancel

In the above example the system displays the budget against the respective expense category together with the balance and % expended.

To-date draw-down and reconciliation?

EGrAMS supports Payment Summary & Detail reports on Agency level drawn-downs against a grant.

Home | Setup | Application Designer | Grantor | Review Management | Approval | Post Award | Reporting Tool | Logout

Payments Report — Timeout : 20 mins — Date : Jul-27-17

Grant Program : MAP-2017 — Michigan Abstinence Program - 2017

Agency :

Project:

Period From : — Period To : — Print Detail Report :

Status : Pending / Paid / All — Type : Payment / Op. Advance / Adjustment / All — Include Obligation :

Agency	Contract #	Contract Amt.	Total FSR Appr.	YTD Paid	Pending	+/-
Catholic Charities West Michigan	E20172408-00	100,000.00	69,523.01	69,523.01	0.00	+
South Side Community Coalition	E20172409-00	100,000.00	70,858.00	70,858.00	0.00	−

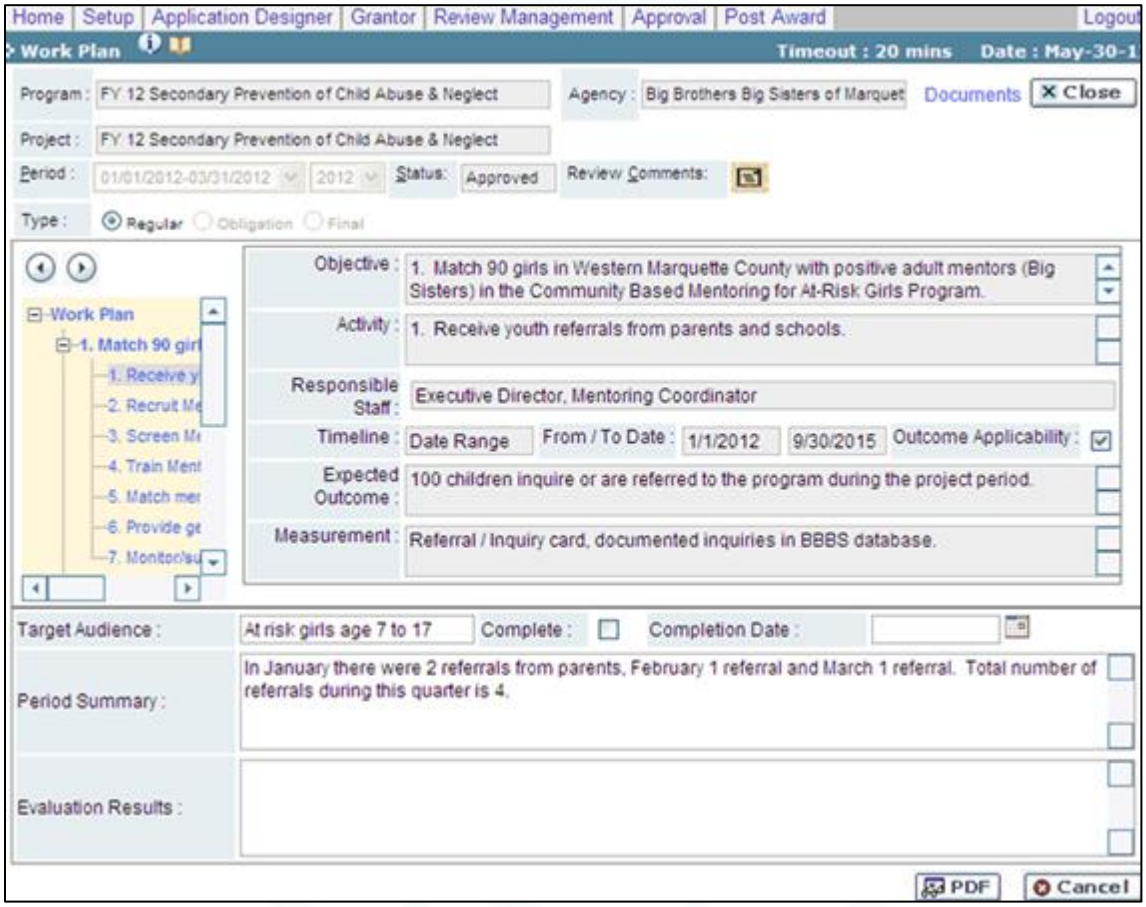
Period From	Period To	Requested	Request Dt.	Type	Payment Details	Process Dt.	Paid	Status
10/01/2016	10/31/2016	8,000.00	12/09/2016	Payment	Electronic Fund Transfer	12/09/2016	8,000.00	Complete
11/01/2016	11/30/2016	9,500.00	01/21/2017	Payment	Electronic Fund Transfer	01/21/2017	9,500.00	Complete
12/01/2016	12/31/2016	9,560.00	02/14/2017	Payment	Electronic Fund Transfer	02/14/2017	9,560.00	Complete
01/01/2017	01/31/2017	8,800.00	03/09/2017	Payment	Electronic Fund Transfer	03/09/2017	8,800.00	Complete
02/01/2017	02/28/2017	7,600.00	05/03/2017	Payment	Electronic Fund Transfer	05/03/2017	7,600.00	Complete
03/01/2017	03/31/2017	11,800.00	06/05/2017	Payment	Electronic Fund Transfer	06/05/2017	11,800.00	Complete
04/01/2017	04/30/2017	6,593.00	06/08/2017	Payment	Electronic Fund Transfer	06/08/2017	6,593.00	Complete
05/01/2017	05/31/2017	9,005.00	07/10/2017	Payment	Electronic Fund Transfer	07/10/2017	9,005.00	Complete
					Totals :	650,300.00	465,181.15	465,181.15	0.00

Download — PDF — Find — Cancel

Track program activity/tasks?

EGrAMS supports a program activity/tasks. The system supports Project / Work Plan section that can have one or more objectives and each objective may have one or more activity/tasks. Each activity has a person responsible, a timeline for completion, expected outcomes and measurements. A work plan is submitted with the application and the progress is tracked in subsequent reporting periods. Each reporting period, the system displays the objective and other details. The grantee is expected to only enter the progress summary for that period. This provides easy tracking and monitoring of activity progress against the application.

Below is an example of the Work Plan



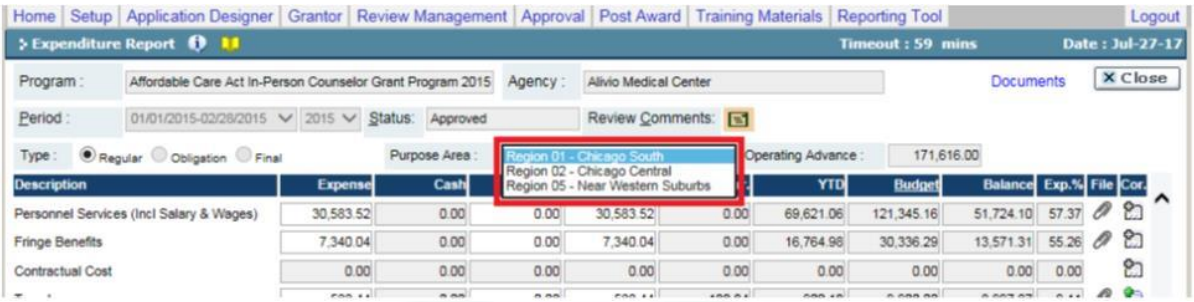
View organizational spending?

EGrAMS supports consolidated reporting at an organization / sub-recipient level across state agencies

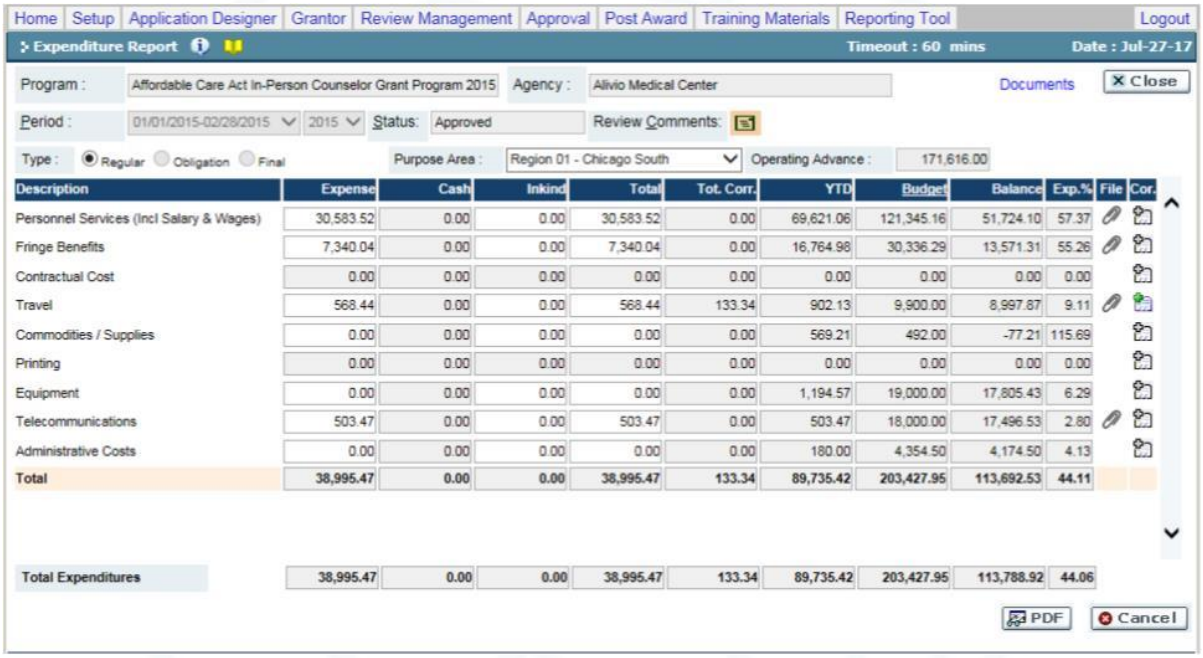
Track allocations by activity within each grant program?

EGrAMS supports set up of allocations at an agency or activity / purpose area level. All expenses are tracked at the applicable level with respect to the approved allocations.

In the example below, Alvio Medical Center has a contract for three Purpose Areas (Activities) as highlighted. Expenses are reported against each Purpose Area / Activity.



Below is an example of the expenses reported for Purpose Area (Activity) Region 01 – Chicago South.



Standard data reporting?

EGrAMS supports canned/standard reports that generate / print information based on user defined search criteria.

Listed below are some canned reports that will be delivered with the product.

- ***Agency Lists – This report prints a list of all agencies by Agency Class (Grantor or Grantee agency), Agency Type (Non-Profit, Public, etc.), Demographics (County, City, etc). The report supports user-defined sort options (Agency Name, Federal Id, City, County, etc.). The report prints in Detail & Summary format***
- ***User Lists – This report prints a list of users by role, agency class, parent agency, name, status. The report supports user-defined sort options (Name, Role, Parent Agency, etc.)***

- ***Grant Program User Lists – This report prints a list of users assigned / who have access to a grant program. The report prints by role, permission code, agency class, parent agency, name, status. The report supports user-defined sort options (Name, Role, Permission code, Parent Agency, etc.)***
- ***Allocation Lists – This report prints a list of allocations for a grant program. Based on the grant program, some allocations may be classified at a category level. Additionally, some grant programs may have specific targets. The report prints by role, permission code, agency class, parent agency, name, status. The report supports user-defined sort options (Name, Role, Permission code, Parent Agency, etc.)***
- ***Funding Status – This list print a list of agencies that are funded by demographics, grant program, service type, etc.***
- ***Reviewer List – This report prints a list or reviewer details assigned to review grant applications for a grant program. The report print by grant program, review team, by reviewer name***
- ***Review Status - This report prints a list of review status by reviewer, review team***
- ***Rank Order List – This report print the Rank Order List for Competitive grants in order of the consolidated review score***
- ***Approval List – This report prints a list of agencies due for the various approval steps (approval stages – Program, Budget, Contracts, etc)***
- ***Payment Request – This report print a list of pending payment requests***
- ***Payments Hold / Release – prints a list of agencies whose payments are on hold together with the reason for hold***
- ***Payment Report – prints a list of payment due as of a user-defined date***
- ***Funding Balance – This report print a list of funding balances for each funding source***
- ***Payments Exception Report – Payments exceed by a user-defined percentage of financial status reports. This report is mainly used for Advance payments.***
- ***Amendment List – this report prints amendments by amendment type, agency, status, etc.***
- ***Financial Status Report – This report prints a list of expenses by program, agency. The report prints in detail and summary format.***
- ***Narrative Report – This report print the narrative progress report***
- ***Reports Due List: This report prints a list of grantees for which progress reports are due***
- ***Statistics – These reports print various statistics as required by each grant program***

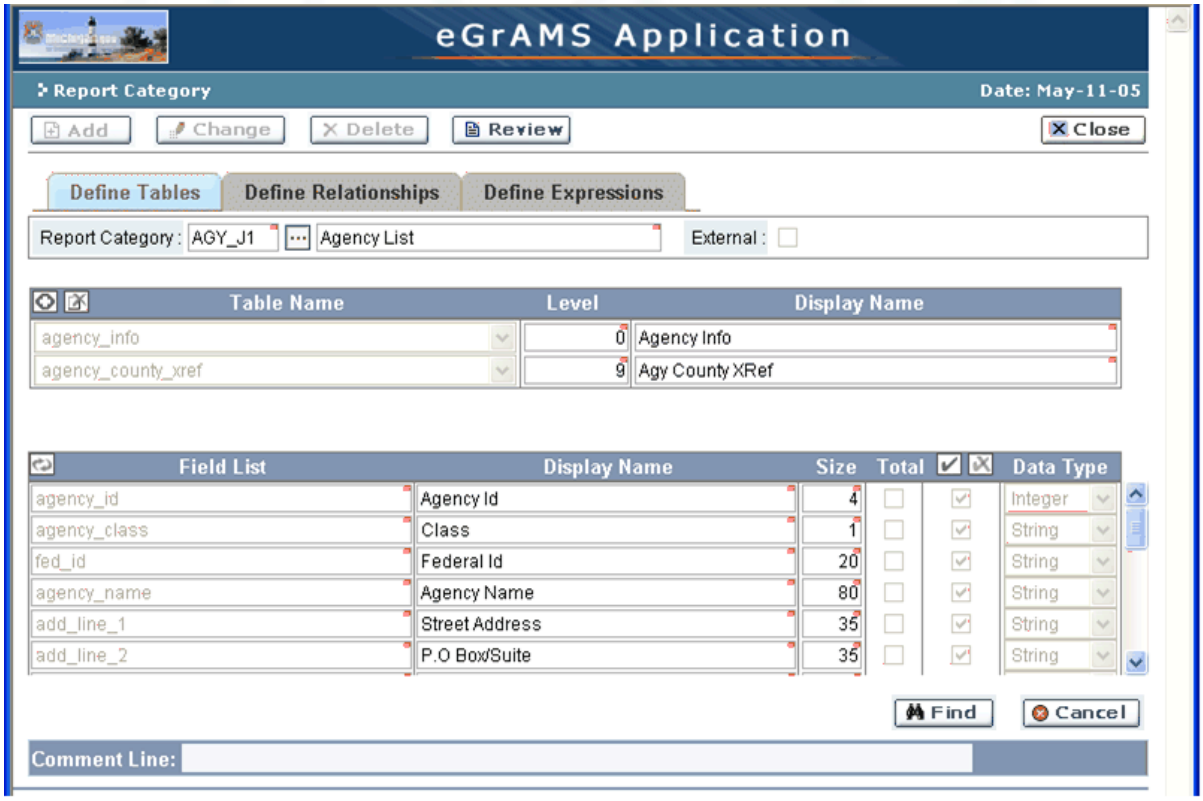
Customized data reporting?

EGrAMS supports an ad-hoc/customized report generator that allows end users to create reports by selecting the desired fields from a report group. End users can specify sort and filter criteria and also save the report definition for future use.

The ad-hoc reporting tool comprises of two components – Report Category Configuration and Report Designer.

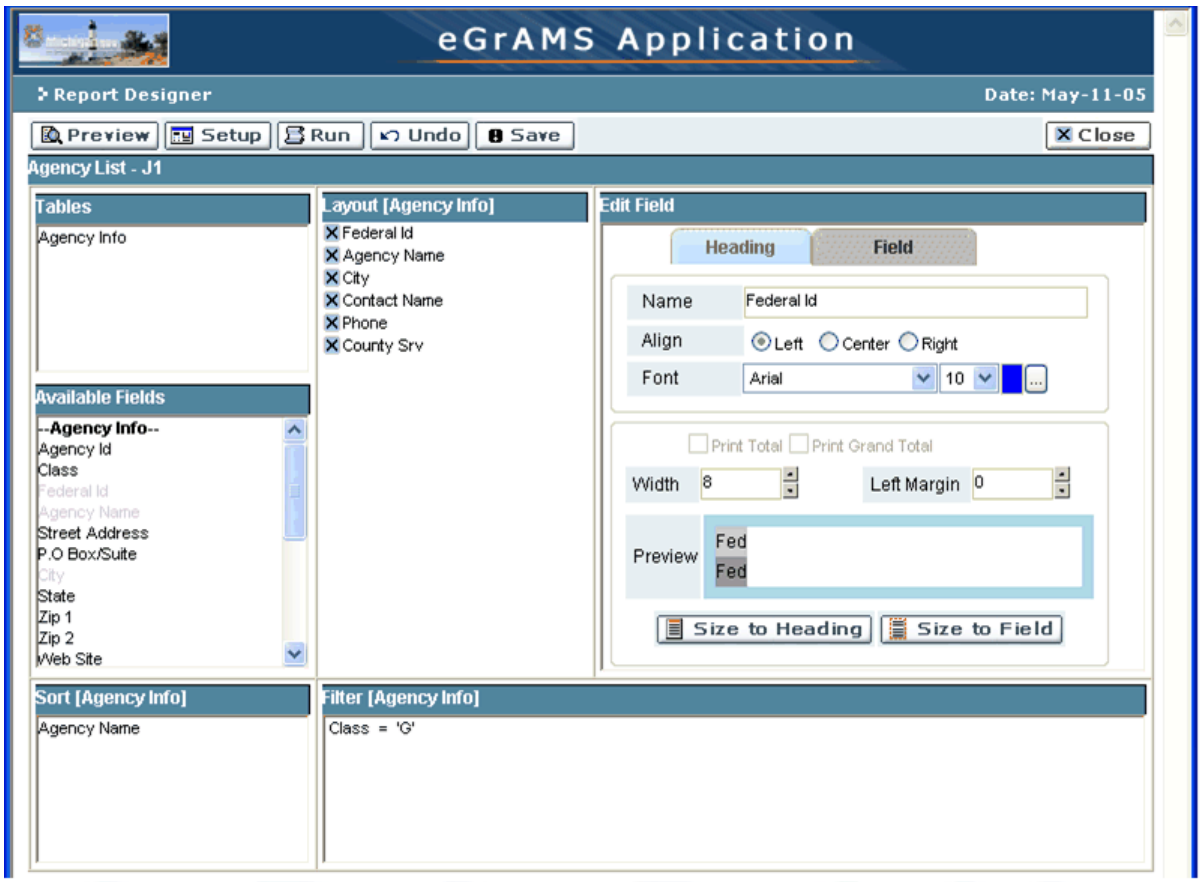
Report Category Configuration – allows an administrator to create report categories. Any report that needs to be created by an end user may require data from multiple tables, definition of relationship between tables, expressions, external functions, decoding of status fields, etc. This may require some knowledge of the EGrAMS data model. The Report Category Configuration allows the application administrator to create various report categories with all the possible tables, relationships, fields, etc. Report Category Configuration also allows the administrator to change the selected field name to more user-friendly names rather than using the database field names.

Below is an example of the Report Category Configuration screen.



Report Designer – allows an end user to create ad-hoc reports for the requested report category. On selection of a report category, the system displays the available fields in the fields' pane. The user can drag and drop the required fields to the layout pane. The user may also define any editing attributes that may be required for the respective field. (e.g. field title, justify, format, underline, trim, etc). The user can define the title of the report, page orientation (portrait, landscape), date, page number,

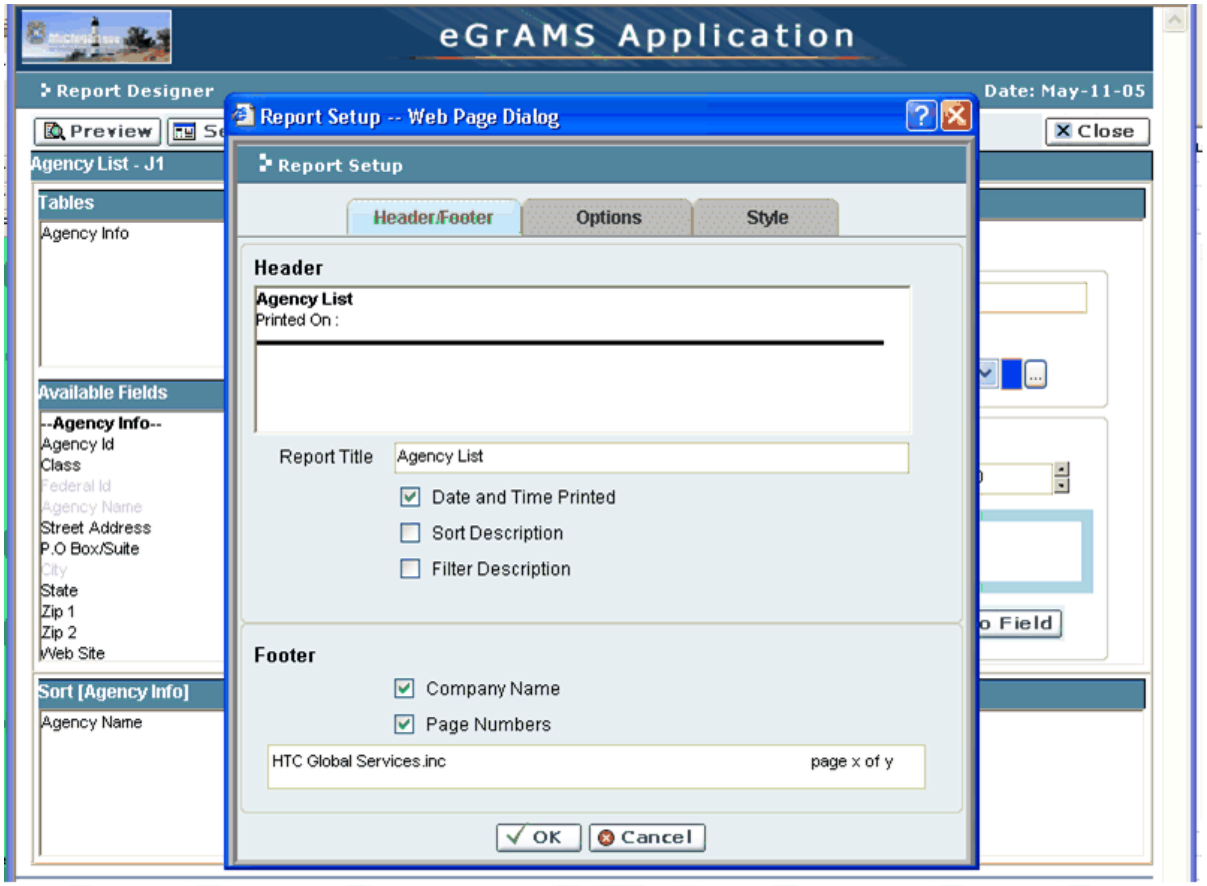
report footer information, font name (Arial, Courier, Times New Roman, etc) and font size. In addition, the user can define filter and sort conditions. Prior to saving the report, the user may preview the report and refine the report layout if required. The user can also re-arrange the field sequences by dragging the fields in the layout pane. On completion of the report design, a user can save the report for future.



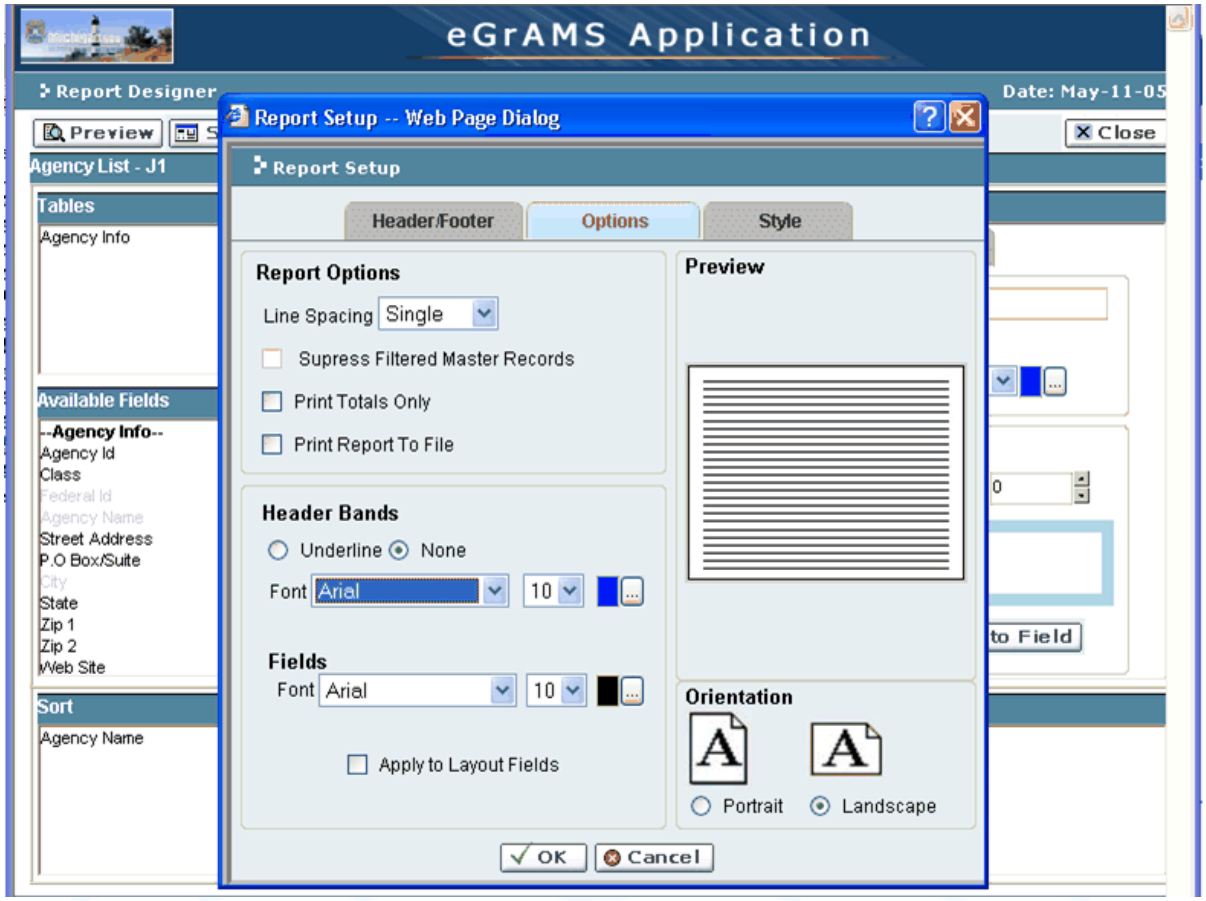
The above example displays the available table(s) for the respective report category together with the available fields in the 'Available Fields' pane. The fields in grey color denote fields that have been selected for the report in the layout pane. The report also supports sort and filter conditions.

To run or execute the report, a user selects the saved report. The saved report may be edited and saved as the same repot or saved as a new report. The output of the report may be generated as a PDF file or downloaded to Excel or a fixed text file based on user-selected option at run time.

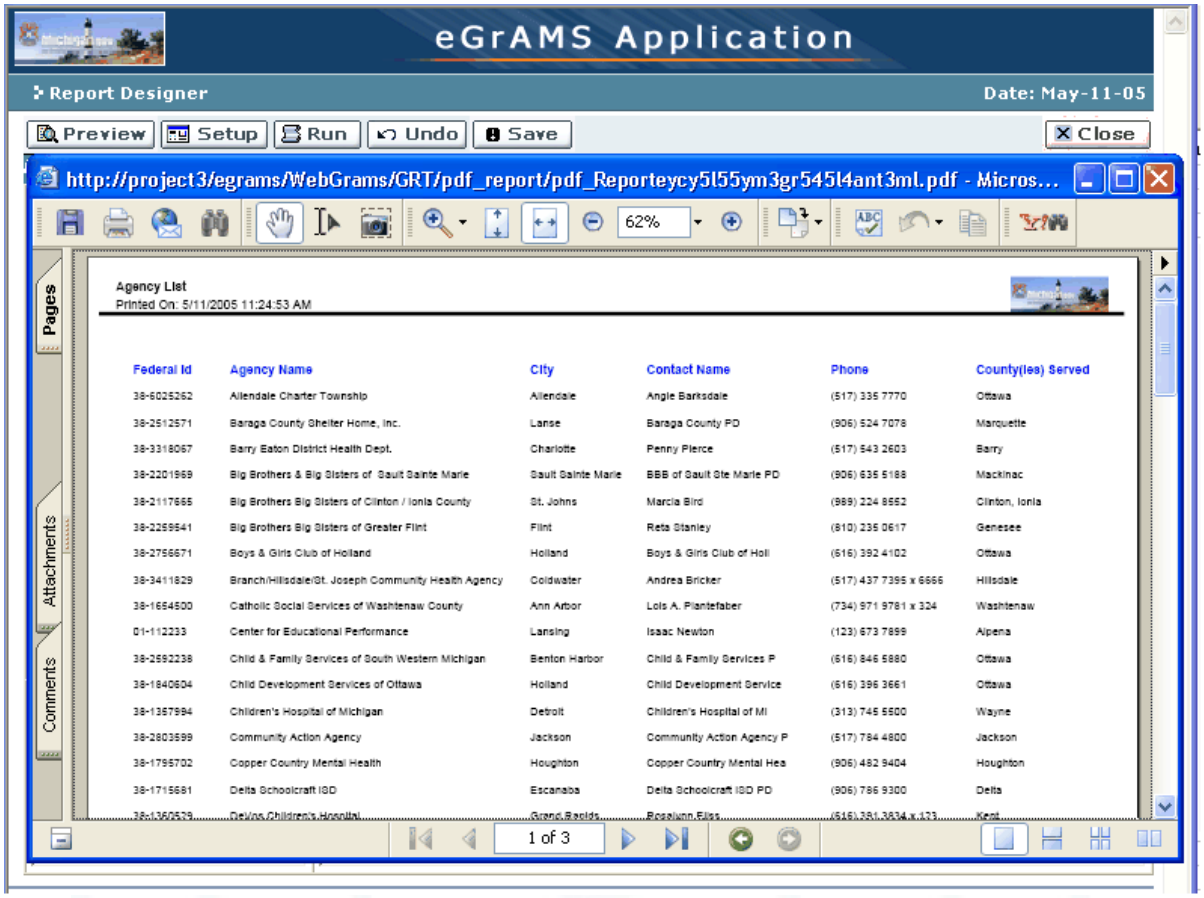
Listed below are the various settings supported in the Header and Footer sections of the report configuration.



In the example below are the additional options supported at a report level in the report configuration. These options may be changed at run time, if required. The options set are line spacing, print totals, print report to a file, underline, header and detail line font and font sizes, page orientation, etc.



Listed below is the output of the above-configured report in PDF format.



Historical audit log of changes to project?

EGrAMS supports tracking of revisions to a grant application after initial award. EGrAMS tracks all revisions and maintains an audit trail of all changes including date changes in the system. The user has the ability to view any of the prior versions by selecting the required version number from a drop-down. The user can view and print a history of amendments by various selection criteria.

EGrAMS maintains an audit trail of all activity to data (create date, created by, last update date, last update by, etc). In addition, EGrAMS also maintains an activity log of user of various functionality of the system. The log may be turned on for certain functions and off for certain functions based on the state requirements.

Outcome performance measurements?

EGrAMS supports reporting of performance data at a grant level or at a program level based on user defined criteria.

EGrAMS support tracking of performance measurements against the work plan submitted with the application.

Interface data with Nevada's financial management system?

EGrAMS can interface with external systems, such as Financial management system for two-way (upstream and downstream) data transfer.

This can be accomplished using file-based (CSV, XML) data communication, or using web-services based interfaces. Custom web-service interfaces may be developed in EGrAMS to interface with the system, to ensure that the data transmitted from EGrAMS is in a format expected by the State's financial management system.

HTC has successfully integrated EGrAMS with CGI Advantage for the State of Michigan. EGrAMS supports standard API's to external financial systems; however, minor modifications may be required to tailor the interface file / request sent out to the external financial system.

Interface data with Nevada's contract management system?

HTC will develop the interface to Nevada's Contract Management System based of State of NV specific requirements

Match and/or Indirect track & reconciliation?

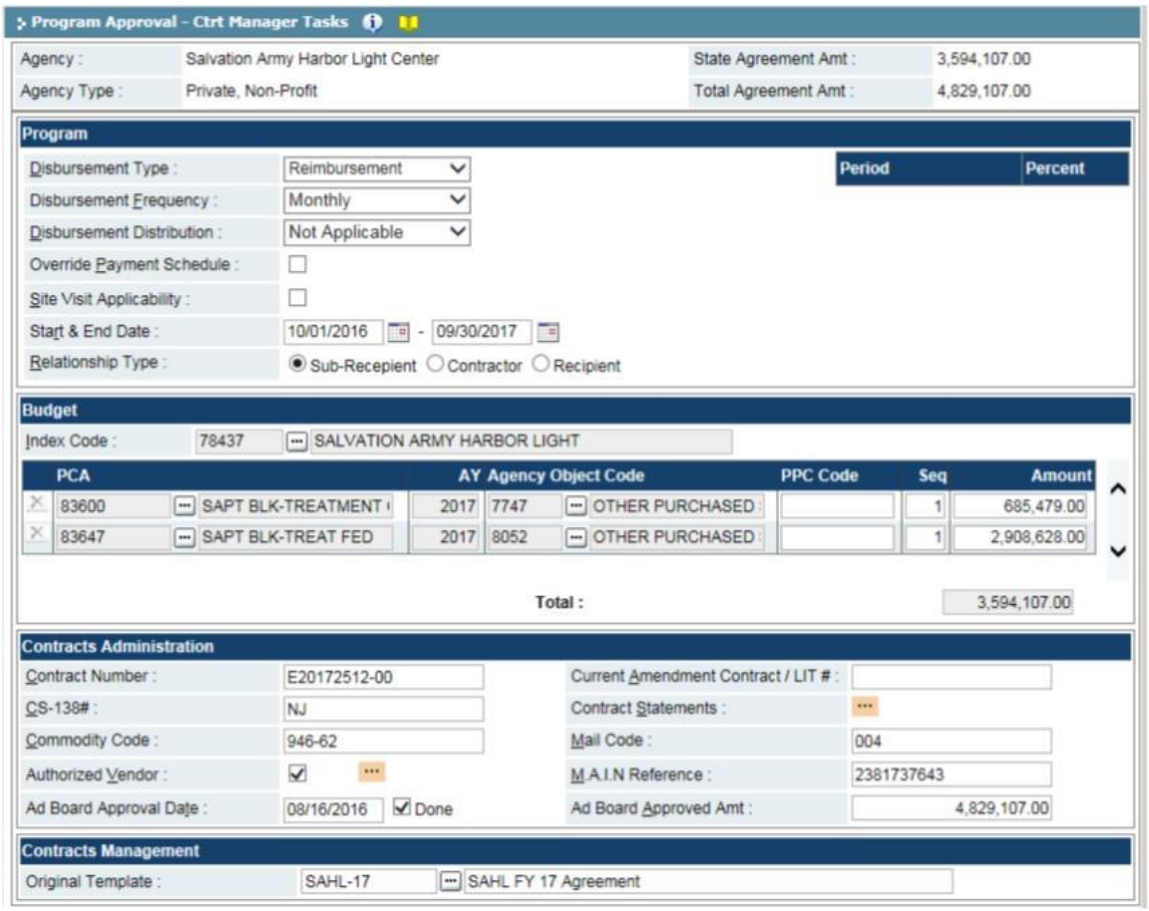
EGrAMS supports tracking expenses of all expense categories including Match and Indirect with respect to the budget. EGrAMS also supports a Match Report to facilitate reconciliation.

Ability to provide cost allocation services, performance analysis and methodologies?

EGrAMS supports various accounting transactions including accounts payable, manual journals, payment adjustments, etc. The accounting transactions are generated based on charging rules that are defined at a grant program level with the ability to do an override for specific grantee. EGrAMS supports several charge mechanisms

- ***Percentage – Apply the defined percentage against a payment to determine charge account amounts***
- ***Hierarchy - Apply the defined percentage against a payment in a specific order and if funds are exhausted, apply to the next available charge account***
- ***Expense Category – Apply expenses against expense categories to specific charge accounts***

Below is an example of the charging rules defined.



In the above example, the contract is split between two charge accounts. EGrAMS automatically generates the required journal transactions based on the charging rules. Eg. If there was a payment for $20,000, the system would split the payment against two accounting codes '83600' would be charged $3,814.46 and '83647' would be charged $16,185.54.

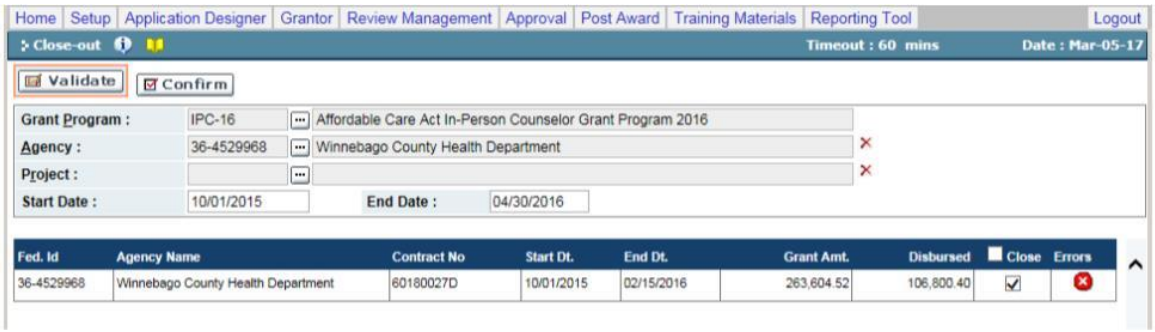
Based on the external system, the EGrAMS generates the appropriate interface file as per the target system formation and transmission rules. EGrAMS has the ability the receive an acknowledgement file back from the target accounting system to update the actual payment details in EGrAMS.

6. Grant Closeout

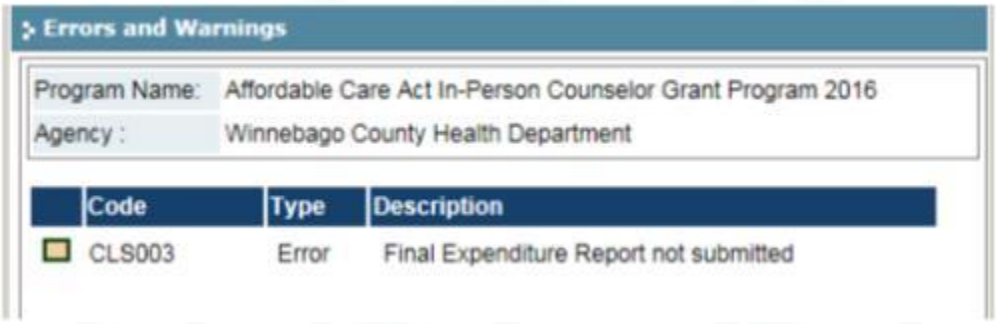
Track and secure grant closures?

EGrAMS supports a closeout process to validate that sub-recipient obligations have been met (i.e. all required reports have been submitted / approved, all payments have been made, match requirements have been met, etc.). In cases where funding is provided on an advance, if funds are unused at the end of the program year, the system generates refund request.

Below is an example of the Closeout screen.



On validation, the system determines that the grant cannot be closed. Clicking on the 'Error' icon displays details of the errors. List below is an example of the errors encountered.



EGrAMS also supports terminating or inactivation a grant during the grant life cycle.

Preserve associated documentation?

All electronic documents/attachments are stored in specific folders and key identifying information stored in the database. EGrAMS securely stores the attachments in its database and ensures access for authorized users.

Archive grant file library for audit purposes?

The infrastructure proposed by HTC will allow for storage and management of grant information in a centralized SQL Server database for 5 fiscal years. To ensure the performance and manage the storage, data may be archived after the stipulated regulation period. Archived data is available to State for reference, if required.

7. Professional Development (after implementation)

References in solution to specific Uniform Grant Guidance?

EGrAMS is based on industry best practices and supports Uniform Grant Guidance for State Audits, Federal Audits, Indirect Costs, etc.

EGrAMS undergoes revisions on a periodic basis to meet changing regulations like specific Uniform Grant Guidance, etc. as well as comply with any technological changes like new browsers, etc. All these revisions are provided to EGrAMS

customers at no additional cost provided they have an active EGrAMS contract with HTC.

Professional grant consultant – included in cost?

The professional grant consultant cost included is for up 20 hours per month of level 1 and level 2 technical support after implementation.

Professional grant consultant – additional cost?

$125/- per hour

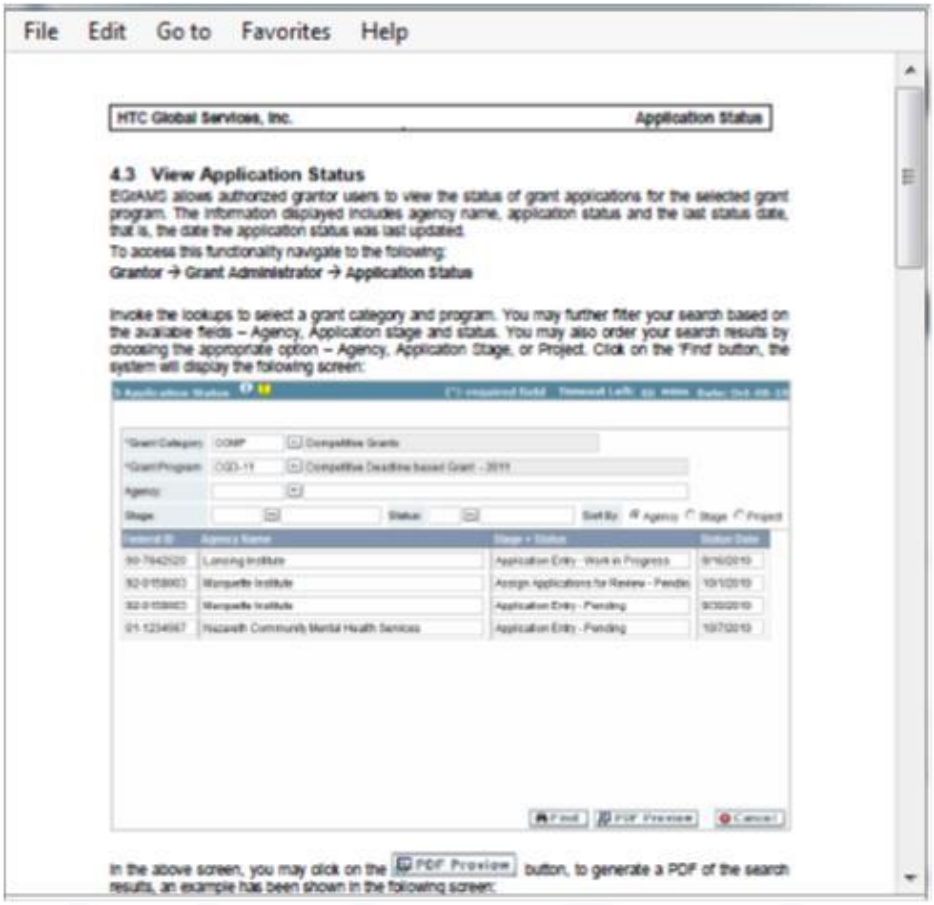
Training tools included: Webinars?

HTC will provide recorded demos available on demand to authorized uses based on role.

Training tools included: Web links?

EGrAMS supports exhaustive help features at a screen level as well as individual field level. Every screen supports an 'Info' and 'Book' icon at the top of the screen. Below is an example of the 'Info' and 'Help' icons at the top of each screen.

Clicking the 'Info' icon displays a brief synopsis of the screen. Clicking in the 'Book' icon displays the detail instructions to operate the screen. Below is an example of the help displayed on click on the 'Book' icon on the 'Application Status' screen.



File Edit Go to Favorites Help

HTC Global Services, Inc. Application Status

4.3 View Application Status

EGrAMS allows authorized grantor users to view the status of grant applications for the selected grant program. The information displayed includes agency name, application status and the last status date, that is, the date the application status was last updated.

To access this functionality navigate to the following:

Grantor → Grant Administrator → Application Status

Invoke the lookups to select a grant category and program. You may further filter your search based on the available fields – Agency, Application stage and status. You may also order your search results by choosing the appropriate option – Agency, Application Stage, or Project. Click on the 'Find' button, the system will display the following screen:

In the above screen, you may click on the PDF Preview button, to generate a PDF of the search results, an example has been shown in the following screen:

Training tools included: Articles?

Not applicable

Training tools included: Technical books?

HTC provides user manuals, installation manuals, on-line user help, FAQs, and training handouts. HTC provides all training materials as PDF files or Microsoft PowerPoint in electronic format.

Training tools included: Other?

HTC will conduct instructor led classroom training. The trainings will be conducted on-site and the training handouts will be customized to reflect State grant process and programs.

Role based classroom training includes:

- ***Instructor led training***
- ***Soft copy of training handouts***
- ***Hands-on exercises***

8. Future System Improvements

Develop new upgrades/versions?

EGrAMS undergoes enhancements and upgrades on a periodic basis. Enhancements are provided to EGrAMS customers in the form of a Release or Service Packs. The new releases are accompanied by release notes and user documentation updates, if applicable.

All change and enhancement requests are evaluated for an implementation approach. If the required customization enhances the functionality and features of EGrAMS, the requested customization would be implemented on the base product and made available to all EGrAMS customers as an upgrade.

Is there an additional charge for upgraded versions?

Enhancements are provided to EGrAMS customers in the form of a Release or Service Packs. All upgrades and enhancements are provided to EGrAMS customers at no additional cost provided they have an active EGrAMS contract with HTC.

9. Other

Describe capabilities NOT already captured:

EGrAMS Configuration Components

Many State agencies support several grant programs. Based on the nature and focus of the grant program, the process, the application and the required business rules may differ from one grant program to another. Another challenge faced by State Agencies is to incorporate business rule changes based on federal mandates in a limited period of time. EGrAMS is a configurable application that allows end users to make required changes to the process, application, business rules and security with any changes to the software. The three modules under EGrAMS Configuration Components that are listed below make HTC's EGrAMS unique among grant management systems since additional functionality, change of business rules can be accommodated by changing the configuration rather than the software.

Master Data and Security

This module allows the Agency/State system/security administrators to set-up/control parameters and validation tables. Setup information is a one-time activity during initial implementation to setup parameters, application lookups, security and other information required by the system. The Security module involves set up of roles, roles access, screen function level and stage-based access. This function can be performed either by the Information Technology or State Security administrators.

Application Designer Engine (Business Rules)

This module involves setting up the grant application form templates, defining eligibility criteria, business rules, assurances and certifications, appropriate budget categories and required approvals/authorizations, creating the grant application package (application form, instructions, etc.), and publishing the package.

Workflow Engine

"Workflow" is the various stages a grant application goes through from entry to closeout. A grantor agency may offer multiple grant types and each type may have a different workflow.

The workflow engine allows grantor agencies to configure the various stages of the grant life cycle associated with each grant type. In addition to defining the various stages, the routing and completion criteria (e.g. send email, allows field edits, generate application number, etc.) can be defined for each stage.

Section VI – Scope of Work

6.4 Planning and Administration

Objective

HTC understands that the objective of Planning and Administration task, is to ensure adequate planning and project management to this project

Activities

Detailed project planning is undertaken during the initial stage of the project. HTC prepares and follows detailed project management plans that serve as controlling documents for the project. These documents include:

- ***Project Management Plan – This document identifies the project organization, management activities, technical activities and a schedule baseline.***
- ***Quality Assurance Plan – This document identifies the quality objective of the project and highlights the review and audit process metrics, problem reporting and corrective actions.***
- ***Risk Management Plan – This document identifies the potential risks on the project together with this impact and mitigation plan.***
- ***Configuration Management Plan – This document identifies all the configurable items, change control and change management procedures.***
- ***Communication Management Plan – This document identifies the type, frequency, responsibility and format (formal written, email, meeting, etc) of the various communications during the life cycle of the project.***
- ***Client Acceptance Plan – This document identifies the client acceptance procedure including problem reporting and resolution process.***

Project Initiation

HTC assigns a project manager who is responsible to liaison with the state contact and get a high level understanding of the pace of the implementation, roles and responsibilities if key state resources and schedule the project kick-off meeting.

HTC conducts the kickoff meeting with the client project team. The purpose of the kickoff meeting is to:

- ***Introduce state and HTC team members, and identify their roles and responsibilities***
- ***Review the implementation methodology and identify any tailoring needs***
- ***Set expectations for the identified roles and responsibilities***
- ***Determine the pace of the project and priorities for implementation and deployment***

- ***Identify a steering committee and communications***
- ***Respond to any queries, clarifications and concerns from the team***

Project Controls

The HTC Project Manager utilizes Microsoft Project as a tool for planning, tracking, execution, controlling and communicating the status of the various phases of the project. Each phase is divided into several major activities, and each activity is further divided in several tasks. Each activity has a start and end date together with milestone identification.

Project Scheduling

The Project Manager prepares the project schedule containing the activities and tasks, and the assigned resources.

The proposed project manager will provide a detailed project plan with fixed deadlines, including:

- ***Project schedule including tasks, activities, activity duration, sequencing and dependencies***
- ***Project work plan for each deliverable, including a work breakdown structure***
- ***Completion date of each task***
- ***Project milestones***
- ***Entrance and exit criteria for specific project milestones***
- ***Project organization including a resource plan defining roles and responsibilities including subcontractors (if applicable) and State***

Project Monitoring, Control and Reporting

i) Project Meetings

HTC project manager will attend and participate in all project related meetings requested by the State at a location determined by the State. These meetings will follow an agenda mutually developed by the HTC and the State. HTC will prepare materials or briefings for these meetings as requested by the State.

ii)Project Status Reports

A semi-monthly status report will be send by HTC to the State for review, on the third (3rd) working day following the end of each reporting period. HTC understands that the format will be approved by the State prior to issuance of the first semi-monthly project status report. The project weekly report will include:

- ***Overall completion status of the project in terms of the State approved project work plan and deliverable schedule***

- ***Accomplishments during the period, including State staff/stakeholders interviewed, meetings held, Joint Application Development (JAD) sessions and conclusions/decisions determined***
- ***Problems encountered and proposed/actual resolutions***
- ***Activities planned for the next reporting period***
- ***Any issues / problems, including contractual that require State attention***
- ***Quality Assurance status***
- ***Updated MS Project time line with percentage completed, tasks assigned, completed and remaining***
- ***Identification of schedule slippage and strategy for resolution***
- ***Contractor staff assigned and their location/schedule***
- ***State resources required for activities during the next time period***
- ***Resource allocation percentages including planned versus actual by project milestone***

Knowledge Transfer Plan

HTC will develop a Knowledge Transfer Plan, present the plan to the State, execute the plan and obtain State acceptance before and after the plan is executed. The plan is to accomplish a full transfer of knowledge assuring that the State operates the system independently and obtain timely and effective support from HTC.

Post Implementation Evaluation Review (PIER)

HTC understands that the State will perform a Post Implementation Evaluation Review (PIER) approximately six (6) months after full implementation and State acceptance of all the deliverables. HTC's Project Manager will be available on-site for a period of three (3) days for PIER.

Deliverables

Following are the deliverables:

- ***Detailed Project Plan***
- ***Attendance at all scheduled meetings***
- ***Written Semi-Monthly Project Status Report***
- ***Communication Plan***
- ***Risk Management Plan***
- ***Quality Assurance Plan***
- ***Knowledge Transfer Plan***
- ***Post Implementation Evaluation Review***

6.5 Change Management Plan

Objective

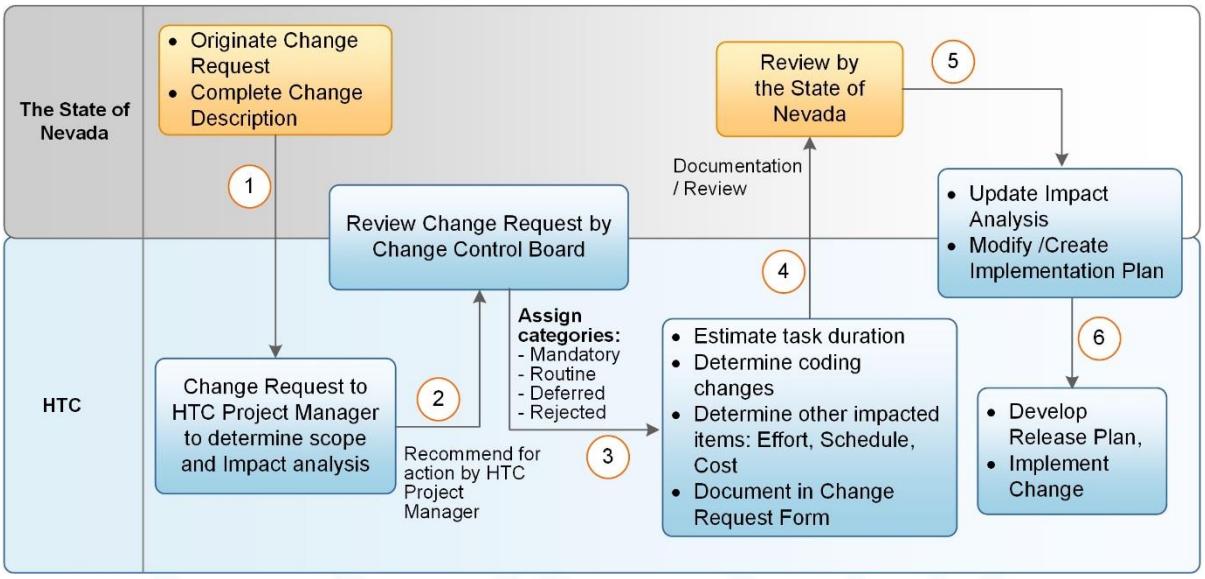
Develop a Change Management Plan and Control Procedures and present it to the State for acceptance.

Activities

HTC adopts a set of processes to manage changes during the project life cycle. These processes ensure that the changes impacting the project life cycle such as schedule, effort, stakeholder participation or budget are effectively handled and managed.

Any changes to the approved project requirements will be provided through a change management process. The following diagram illustrates the proposed change management process.

Change Control Process Flow



To bring in joint responsibility, HTC proposes to setup a Change Control Board (CCB) with equal participation from the State and HTC. This ensures that there is clear understanding of the change control mechanism and the project scope is closely managed. The CCB will assume primary responsibility for the approval and control of changes during the project. For every change request from the State, HTC will submit the schedule and cost estimations to the State, and will execute the change requests upon approval of estimation from the State.

HTC will perform the following activities during Change Management Planning:

- ***Conduct interviews***
  - Plan and document current processes, internal controls, systems used, and primary challenges
- ***Map processes***

- Document the findings

- ***Map the capabilities***
  - Compare to the compatible functionality
- ***Implement the change management plan***
  - Complete optimization
- ***Evaluate and complete any corrective actions necessary***
  - Evaluate results and tasks associated

Deliverables

- ***Appropriate information gathered for next step to begin***
- ***Documented Processes***
- ***Optimization of capabilities***
- ***State to determine if increased funding is necessary/needed***
- ***Adoptions of any necessary revisions and acceptance***

6.6 Pre-Grant Award Setup

Objective

HTC to identify users and roles, create accounts, conduct training and implement the system

Activities

- ***HTC will identify internal users and roles***
  - HTC will make a list of users and determines the roles
- ***HTC will create user accounts***
  - Create individual user account: The application administrator is responsible for creating the desired roles as applicable for the State. Each user is assigned a role that primarily determines the possible access to the various screens and functionality within the application.
- ***HTC will conduct pre-award training***
  - Conduct initial role-based training for users including departments, agencies and individual users
- ***HTC will complete the implementation for the pre-award setup***
  - Complete optimization
- ***HTC will evaluate and complete any corrective actions necessary***
  - Evaluate results and tasks, confirm desired outcome

Deliverables

- ***All users are identified and documented***
- ***Complete Profiles***
- ***Increase funding if necessary***
- ***All users master the process***
- ***Adoptions of any necessary revisions and acceptance***

6.7 Post-Grant Award Setup

Objective

HTC to complete a list of open grant awards, migrate data, track spending and continue training

Activities

- ***HTC will compile data for open awards***
  - HTC will request a list of open grant awards across agencies. Based on the information gathered, HTC will configure the system and develop data migration specifications.
- ***HTC will migrate all data***
  - HTC will run the data migration scripts to load the open grants into EGrAMS
- ***HTC will complete all compliance tasks***
  - Project Management
  - Maintenance
  - Track Spending
- ***HCT will conduct post-award training***
  - Provide initial training of department, agency, personnel, etc.
- ***HTC will complete the implementation for the post-award setup***
  - Complete optimization
- ***HTC will evaluate results and complete any corrective action***
  - Evaluate results and tasks associated, confirm desired outcome

Deliverables

- ***Complete inventory of grant awards***
- ***Management of existing awards***
- ***Scheduled reporting requirements for internal metrics and goals***
- ***Enhanced administration and reduced audit findings***
- ***All users master the process***

- ***Adoptions of any necessary revisions and acceptance***

6.8 Sub-Recipient Setup

Objective

HTC to streamline forms, list programs available and compile sub-recipients and complete profiles for the portal

Activities

- ***HTC will standardize the application***
  - Streamline a variety of forms for efficiency and consolidation
- ***HC will conduct a solicitation of profiles***
  - HTC will make a list of programs available
- ***HTC will complete sub-recipient portal setup***
  - HTC will compile a list of sub-recipients and complete the profiles for the portal
- ***HTC will conduct sub-recipient training***
  - Provide initial training of department, agency, personnel, etc.
- ***HTC will complete the implementation for the sub-recipient setup***
  - Complete optimization
- ***HTC will evaluate results and complete any corrective action***
  - Evaluate results and tasks, confirm desired outcome

Deliverables

- ***Reduction and simplicity of document library***
- ***Solicitation library complete***
- ***Sub-recipient access to portal***
- ***Enhanced administration and reduced audit findings***
- ***All users master the process***
- ***Adoptions of any necessary revisions and acceptance***

6.9 On-Going Technical Support

Objective

HTC to provide on-going technical support of all grant management system activities.

Activities

- ***HTC will provide access to professional consultant***

- HTC will provide on-going access to best practice and industry standards. HTC has a full-fledged support team that offers help desk and technical support during the post-implementation warranty and maintenance period.

❖ ***HTC will provide technical assistance as needed***

- HTC will address all questions or concerns of program/portal: HTC will provide Level 1 and Level 2 support. Resolution of issues is dependent on the nature and severity of the problem and on the Service Level Agreement (SLA)

❖ ***HTC will address all maintenance issues and concerns***

- Provide portal functioning grant management system for 24x7 access by all users: HTC will provide 'Silver' level of service that provides support services from 8:00 am to 5:00 pm PST – Monday through Friday, excluding public holidays

❖ ***HTC will provide version upgrades***

- HTC will provide the State with revisions and upgrades to the grant management system
- HTC will communicate in advance to the State about the scheduled maintenance and planned down-time in case of upgrade
- HTC will provide a 15-day notice when upgrades are scheduled

Deliverables

❖ ***On-going access to best practice and industry standards***

❖ ***All questions and concerns answered***

❖ ***Grant Management System allows access to all users 24x7***

❖ ***Revisions and upgrades accessed***

Section VII – Company Background and References

7.1 Vendor Information

5.1.1 Vendors shall provide a company profile in the table format below.

Question	Response
Company name:	***HTC Global Services, Inc.***
Ownership (sole proprietor, partnership, etc.):	***Sole Proprietor***
State of incorporation:	***Corporation***
Date of incorporation:	***22 May, 1992***
# of years in business:	***27 Years***
List of top officers:	***Madhava Reddy – President & CEO*** ***Chary Mudumby– Chief Technology Officer*** ***Sutbir Randhawa – Vice President, IT Solutions*** ***James Joseph – Vice President, Government Services*** ***Laurie Maria – Director of Finance***
Location of company headquarters, including City and State:	***Tory, Michigan***
Location(s) of the office that shall provide the services described in this RFP:	***Michigan ,USA***
Number of employees locally with the expertise to support the requirements identified in this RFP:	***10, locally at HTC Troy, MI location***
Number of employees nationally with the expertise to support the requirements in this RFP:	***10***
Location(s) from which employees shall be assigned for this project:	***Troy, Michigan, USA***

5.1.2 A Nevada-based business may apply for a five percent (5%) preference on its proposal. This preference may apply if a business has its principal place of business within Nevada. This preference cannot be combined with any other preference, granted for the award of a contract using federal funds, or granted for the award of a contract procured on a multi-state basis. To claim this preference a business must submit a letter with its proposal showing that it qualifies for the preference.

5.1.3 Please be advised, pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state shall register with the State of Nevada, Secretary of State's Office as a foreign corporation before a contract can be executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS 80.015.

5.1.4 The selected vendor, prior to doing business in the State of Nevada, shall be appropriately licensed by the State of Nevada, Secretary of State's Office pursuant to NRS76. Information regarding the Nevada Business License can be located at http://nvsos.gov.

Question	Response
Nevada Business License Number:	*As per Q&A, Licensing will be expected before contract execution*
Legal Entity Name:	*HTC Global Services, Inc.*

Is "Legal Entity Name" the same name as vendor is doing business as?

Yes	*X*	No	

If "No", provide explanation.

7.1.5 Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals that do not contain the requisite licensure may be deemed non-responsive.

5.1.6 Has the vendor ever been engaged under contract by any State of Nevada agency?

Yes		No	*X*

If "Yes", complete the following table for each State agency for whom the work was performed. Table can be duplicated for each contract being identified

Question	Response
Name of State agency:	

Question	Response
State agency contact name:	
Dates when services were performed:	
Type of duties performed:	
Total dollar value of the contract:	

5.1.7 Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

Yes		No	*X*

If "Yes", please explain when the employee is planning to render services, while on annual leave, compensatory time, or on their own time?

If you employ (a) any person who is a current employee of an agency of the State of Nevada, or (b) any person who has been an employee of an agency of the State of Nevada within the past two (2) years, and if such person shall be performing or producing the services which you shall be contracted to provide under this contract, you shall disclose the identity of each such person in your response to this RFP, and specify the services that each person shall be expected to perform.

Not Applicable

5.1.8 Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor's ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP shall also be disclosed.

Does any of the above apply to your company?

Yes		No	*X*

If "Yes", please provide the following information. Table can be duplicated for each issue being identified.

Question	Response
Date of alleged contract failure or breach:	

Parties involved:		
Description of the contract failure, contract breach, litigation, or investigation, including the products or services involved:		
Amount in controversy:		
Resolution or current status of the dispute:		
If the matter has resulted in a court case:	Court	Case Number
Status of the litigation:		

5.1.9 Vendors shall review and provide if awarded a contract the insurance requirements as specified in Attachment D, Insurance Schedule for RFP 3474.

HTC will provide the insurance requirements as specified in the Attachment –D Insurance Schedule for RFP 3474, on award of the contract.

5.1.10 Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.

HTC Background / History

HTC is a leading global Information Technology (IT) and Business Process Outsourcing (BPO) services and solutions provider.

Established in 1990, HTC is an Inc. 500 Hall of Fame and SEI CMM Level 5 company. Headquartered in Troy, Michigan, HTC has 27 years of experience in providing IT services to Automotive and Manufacturing, Banking and Financial Services, Government, Insurance, Media and Publishing, Healthcare, Retail and Education verticals.

- **Established in 1990**
- **Headquartered in Troy, Michigan**
- **SEI CMM Level 5 & ISO 9001**
- **ISO 27001**
- **11000+ Employees**

HTC has acquired Ciber (Currently Ciber Global) in June 2017 and CareTech Solutions in December 2014.

Staffed by a team of more than 11,000 highly qualified and experienced professionals, HTC offers Application Development & Maintenance, Staff Augmentation, Application Re-engineering and Migration Services, Enterprise Application Integration, Mobility, Testing Services, Enterprise Content Management, Business Intelligence, IT Infrastructure Management and Business Process Outsourcing Services. HTC provides services to customers across various geographical areas such as North America, Europe, Middle East, and Asia Pacific.

HTC has state-of-the-art infrastructure facilities designed to support software development, digitization and support services. HTC provides complete range of services and 24x7x365 support to customers using resources on-site and off-site at our facilities. Our centers are equipped with state-of-the-art infrastructure and are inter-connected through high bandwidth and secure communication links.

Our Vision

HTC's vision is Reaching out…through IT®. HTC is a company that reaches out to its customers, employees, business partners, suppliers, shareholders, and the community through IT.

Our Mission

HTC is a global IT solution provider, adding value to its clients and people through emerging technologies and is dedicated to the success of its clients, employees, business partners, suppliers, community and stakeholders.

Our Core Values

- ***Simplicity - The nature of truth***

  The ability to delve into the root of problems and develop simple, hardworking solutions

- ***Honesty - The expression of truth***

  Transparency in all aspects of our relationship – be it operations, costs or deadlines

- ***Humility - The understanding and acceptance of truth***

  Never losing sight of your perspective and making sure every solution is relevant to your needs

- ***Velocity - The Ability to Exceed Traditional Expectations***

  The passion to accelerate the delivery of business solutions, differentiating ourselves from others and offering our customer solutions quicker, efficiently and effectively

- ***Innovation: The Effective Achievement of What We Truly Desire***

  The act of turning new and imaginative ideas into reality

- ***Flexibility: The Effective Achievement of What Our Customers Desire***

  The effective achievement of what our customers desire is realized through our ability to change to help them succeed

HTC Quality Commitment

HTC is a quality conscious organization with documented procedures and processes that are compliant to SEI CMM Level 5 and certified to ISO 9001:2015 standards. HTC's information security system is

ISO 27001 certified. HTC has established a Quality Management System (QMS) as a means of ensuring that the solutions developed and the services provided meet quality standards and conform to Customer requirements.

HTC has set out to be a leader in advancing software engineering practices and to improve the quality of systems that depend on software. At HTC, software processes are not treated as ad hoc and labor-intensive activities, but as disciplined, well-managed and technology-driven processes.

HTC as an organization consistently:

- ***Delivers the right products, services and solutions the first time, every time***
- ***Fulfills the requirements of our internal and external customers***
- ***Deploys innovative processes by leveraging emerging technologies***

In addition, we have completed the process of standardizing methodologies and processes related to other aspects of our business such as sales, recruitment, administration, and human resources. HTC has set up several process improvement teams to analyze, refine and implement structured processes in all aspects of our business. Our quality mission is to ensure that the products and services we provide meet and exceed the expectations of our customers.

HTC Qualification to Provide Similar Services

HTC has extensive experience in implementing grants management solutions and provided cost-effective quality solutions and professional services to various federal, State and local government agencies in the US and Canada.

HTC created the Electronic Grants Administration and Management System (EGrAMS) to provide grant-giving organizations in the public and non-profit sectors an affordable and sustainable way to increase efficiency, reduce costs, and improve service through process automation.

Some of our current and past successful EGrAMS engagements include:

- ***City of St. Louis, MO – Implemented EGrAMS to automate the Community Development Block Grant (CDBG) program. HTC completed the implementation in 5 weeks. HTC hosts the application and provides technical support***
- ***Illinois Department of Public Health (IDPH) – configured one IDPH grant program as a pilot and on successful completion of pilot, HTC configured and rolled out over 110 grant programs***
- ***Alaska Department of Labor and Workforce Development – HTC has been awarded the project to implement Workforce Investment Performance System (WIPS) Grants Management Component by configuring EGrAMS.***
- ***State of Michigan – Implemented State of Michigan Enterprise-wide Electronic Grants Management System by configuring EGrAMS***
- ***Michigan Department of Community Health (DCH) – has over 9 divisions and HTC has worked with all divisions to automate all their program***

through EGrAMS. DCH also administers all programs related to Crime Victims.

- ***Michigan Department of Human Services (DHS) – Implementation of Title IV-D (Child Support) program***
- ***Children's Trust Fund (CTF) of Michigan – HTC has implemented 14 grants for CTF***
- ***Canadian Cancer Society Research Institute – Implementation of EGrAMS for all grant programs for the Cancer Institute***
- ***California Parks and Recreation – Implementation of EGrAMS for Off-Highway Motor Vehicles Recreation grants***

Following are the key differences between EGrAMS and other products offered by competitors are:

- ***Fully Configurable – Most Grants Management Solutions offered by our competitors requires expensive and time-consuming software modifications to implement new grants programs and changes to the existing grants programs. HTC's EGrAMS has an extensive range of configurable options built into the base system. This permits easy implementation of new grants programs and changes to the existing grants programs by program administrators instead of modifying the software code.***
- ***Look and Feel – You will see how your site and program looks on day one. Normally when we conduct a project kick-off meeting, we configure your specific program and demonstrate the entire life cycle to the program administrators. During the Requirement Confirmation meetings, we review the grant life cycle using your specific grant program and refine any configurations based on the meetings and feedback.***
- ***Speedy Implementation – In most of our implementations, the first program is rolled out to the public in 3 – 4 weeks.***
- ***Technical Support – HTC has dedicated support personnel that resolves issues, answers queries in timeframes far lower than our stated Service Level Agreements (SLA's).***
- ***COTS Support – Many Grants Management Solutions offered by our competitors are implemented as "one-off" versions of a core product. While the initial implementation may fit the current needs of the client, over time such an implementation becomes expensive to maintain and to keep current with evolving technology. EGrAMS is implemented and supported as true Commercial Off-the-Shelf (COTS) software, providing our clients with ongoing access to updates, improvements to the base product, and compatibility with future operating systems, database software, and hardware as the technology evolves***

5.1.11 Provide a brief description of the length of time vendor has been providing services described in this RFP to the public and/or private sector.

EGrAMS was designed and developed with a single goal: Provide a software solution based on industry best practices that can address any type of grant program requirements – forms, business rules, security requirements. EGrAMS was developed as a COTS product prior to going out to the market and HTC has implemented EGrAMS in a wide range of agencies since 2006.

5.1.12 Financial information and documentation to be included in accordance with Section 11.5, Part III – Confidential Financial Information.

The required financial information is provided in a separate proposal - "Part III – Confidential Financial Information"

7.2 Subcontractor Information

Subcontractors are defined as a third party, not directly employed by the contractor, who shall provide services identified in this RFP. This does not include third parties who provide support or incidental services to the contractor.

5.2.1 Does this proposal include the use of subcontractors?

Yes		No	*X*

If "Yes", vendor shall:

5.2.1.1 Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor shall perform services.

N/A

5.2.1.2 If any tasks are to be completed by subcontractor(s), vendors shall:

A. Describe how the work of any subcontractor(s) shall be supervised, channels of communication shall be maintained and compliance with contract terms assured; and

B. Describe your previous experience with subcontractor(s).

N/A

5.2.1.3 Provide the same information for any proposed subcontractors as requested in Section 5.1, Vendor Information.

N/A

5.2.1.4 Business references as specified in Section 5.3, Business References shall be provided for any proposed subcontractors.

N/A

5.2.1.5 Provide the same information for any proposed subcontractor staff as specified in Section 5.4, Vendor Staff Skills and Experience Required.

N/A

5.2.1.6 Staff resumes for any proposed subcontractors as specified in Section 5.5, Vendor Staff Resumes.

N/A

5.2.1.7 Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.

N/A

5.2.1.8 Vendor shall notify the using agency of the intended use of any subcontractors not identified within their original proposal and provide the information originally requested in the RFP in Section 5.2, Subcontractor Information. The vendor shall receive agency approval prior to subcontractor commencing work.

N/A

5.2.1.9 All subcontractor employees assigned to the project shall be authorized to work in this country.

N/A

7.3 Business References

5.3.1 Vendors shall provide a minimum of three (3) business references from similar projects performed for private and/or public sector clients within the last five (5) years.

Please refer to Attachment E - Reference Questionnaire for more information.

HTC has provide Reference Questionnaires to the following:

1. ***Michigan Department of Health & Human Services***
2. ***California Off-Highway Motor Vehicle Recreation***
3. ***Illinois Department of Health***
4. ***City of St. Louis – Community Development Administration***

7.4 Vendor Staff Skills and Experience Required

Please refer to Attachment H – Proposed Staff Resumes for Vendor staff skills and experience.

HTC proposes the following personnel for the implementation of EGrAMS at the State of Nevada.

#	Name	Role	Remarks
1.	Joseph Rodrigues	Project Manager Implementation Lead	• Over 33 years of IT experience • PMI certified Project Manager • Over 20 years of Project

#	Name	Role	Remarks
			Manager experience • Over 27 year in System Analysis & Design • Single Point of Contact for all EGrAMS implementations • Designed EGrAMS and several other systems • Expert in database design & management • Involved in all EGrAMS implementations
2.	Shibu Madhavan	Technical Lead	• Over 17 years of IT experience • Over 15 year of experience in design, programming & developing secure internet based system using relational databases • Over 10 years of experience managing EGrAMS architecture • Involved in all EGrAMS implementations
3.	Gnana Prakash	Individual Team Member	• Over 13 years of IT experience • Over 11 year of experience in programming & developing secure internet based system, system interfaces using relational databases • Over 10 years of experience managing EGrAMS architecture • Involved in over 4

#	Name	Role	Remarks
			EGrAMS implementations

7.5 Vendor Staff Resumes

A resume shall be completed for each proposed individual on the State format provided in Attachment H, Proposed Staff Resume, including identification of key personnel per Section 12.3.19, Key Personnel.

Please refer to Attachment H – Proposed Staff Resumes for Vendor staff skills and experience.

Attachment H-ProposedStaffResu

Attachment H-ProposedStaffResu

Attachment H-ProposedStaffResu

7.6 Preliminary Project Plan

Please refer to Section IX – Preliminary Project Plan for project Schedule

7.7 Project Software Tools

5.7.1 Vendors shall describe any software tools and equipment resources to be utilized during the course of the project including minimum hardware requirements and compatibility with existing computing resources as described in Section 2.4, Current Computing Environment.

Following are the workstation requirements:

Software	Tools / Technology
Development Tools	.Net Framework - Visual Studio .NET 4.5, ADO.Net, XML, HTML5, CSS3, JQuery
Database	MS SQL Server 2012, 2014
Server Operating System	Windows Server 2012
Web Server	Windows 2012, IAS 8

Web Browser	W3C Compatible browser (Internet Explorer, Edge, Chrome, Firefox, Safari)

5.7.2 Costs and training associated with the project software tools identified shall be included in Attachment I, Project Costs.

Please refer to Attachment I – Project Cost for cost of software tools.

Section VIII – Attachment H – Proposed Staff Resume

Attachment H – Project Manager / Implementation Lead Resume

PROPOSED STAFF RESUME FOR RFP 3474

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***HTC Global Services, Inc.***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.			
Name:	***Joseph Rodrigues***	**Key Personnel: (Yes/No)**	***Yes***
Classification; i.e., Project Manager, Implementation Lead, etc.	***Project Manager / Implementation Lead***		
# of Years in Classification:	***16***	**# of Years with Firm:**	***21***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Joseph is a PMI certified PMP with over 33 years of experience in Information Technology. He is a consultant for project managers and directs senior team members. He leads several large projects and provides project planning, process definition, and team building support. He has experience in building, monitoring, and managing cross-functional teams of systems professionals and delivers projects on time, within budget, and with world-class quality results. Joseph has been with HTC since 1996 and managed all EGrAMS implementations. Currently, Joseph manages the EGrAMS (Electronic Grants Administration and Management System) product development and implementation teams.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.

i) February 2004 to Present : HTC Global Services Inc., Troy, MI- Program Manager

As **Program Manager,** Joseph is responsible for the architecture, design, development, and implementation of the EGrAMS product, which is a configurable and scalable Electronic Grants Administration and Management system.
Software: Visual Studio.NET, ADO.NET, XML, GIS based reporting, and MS SQL Server 2005 / 2008

ii) January 2004 to April 2004: Department of Labor and Economic Growth, MI - Project Manager

Project: Enhancement of Career Portal
As **Project Manager**, Joseph was responsible for the enhancement of the career portal to enable job seekers search and find career information.
Software: Visual Studio.NET, ADO.NET, XML, and MS SQL Server

iii) August 2003 to January 2004: Center for Educational Performance and Information - Project Manager
Project: Financial Information Database (FID)
As Project Manager, Joseph was responsible for the architecture, design, and development of the Financial Information Database, a solution to help in CEPI data collection process.
Software: Visual Studio.NET, ADO.NET, XML, Biztalk Server 2002, and MS SQL Server

iv) April 2003 to July 2003 : BullsEye Telecom- Project Manager/Technical Architect

Project: Cost Reconciliation Application

As **Project Manager/Technical Architect**, Joseph was responsible for the design and development of the Cost Reconciliation Application, which involved reconciling electronic invoices from all carriers such as AT&T, Verizon, SBC, and Bell South.
Software: Oracle9i Forms, Oracle 9i Reports, PL/SQL, Oracle 9i, Unix, and MS Windows 98/2000/XP

v) December 2001 to March 2003: HTC Global Services Inc., Troy, MI - Project Manager/Lead Architect

Project: Bonneville – Dealer Management System
As **Project Manager/Lead Architect**, Joseph was responsible for various projects.
Software: Java (J2EE technology) 1.3, JDK 1.4, EJB, JBoss 3.0, JSP, Servlets, Linux 7.2, and PostgreSQL 7.2.1

vi) June 2001 to November 2001: Blue Cross Blue Shield - Project Manager

Project:Multiple Projects
As **Project Manager**, Joseph was responsible for various projects.

vii) April 2000 to December 2000: HTC Global Services Inc., Troy, MI - Technical Architect

Project: Employee Website
As **Technical Architect**, Joseph was involved in the design and development of the Employee Website, which provides employee-related information and various postings on the company website.

viii) January 2000 to March 2000: HTC Global Services Inc., Troy, MI- Project Manager/Architect

Project:Human Resources Application
As **Project Manager/Architect**, Joseph was responsible for the architecture, design, and development of a comprehensive application for recruitment, resource management, and human resources.
Software: Rational Rose and UML

ix) January 1996 to January 2000: HTC Global Services Inc. - Project Manager

Project: Multiple Projects
As **Project Manager**, Joseph was responsible for various projects.
Software: C, Informix–4GL, ESQ-C, Unix shell script, ISQL, SCCS (Tools), HTML, ASP, Visual Basic, JavaScript, Crystal Reports, Seagate Info, ESQL/C, Informix ODS, Windows NT, and Unix

x) July 1983 to December 1996: Data Management Services (Bah) Ltd. - Project Leader

Project: Business Enterprise Accounting and Management System (BEAMS) and Engineering Maintenance Planning and REsource Scheduling System (EMPRESS)
As **Project Leader**, Joseph led a team in the design and development of the flagship product BEAMS that was implemented in over 20 companies and EMPRESS.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

- Bachelor of Science, University of Mumbai, Mumbai, India, 1980
- Diploma in Computer Management, 1982

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

- PMI certified Project Management Professional (PMP), 2002

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)

Information required should include: environments, hardware, software, tools and databases.

Languages	Oracle PL-SQL, Informix 4GL, COBOL
DBMS	MS SQL Server 2000, 2005, 2008, 2012, 2014 Informix, Oracle
Other Tools	MS-Project, Visio, MS-Office Suite of products

REFERENCES

A minimum of three (3) references are required, including name, phone number, fax number and email address.

Project Reference #1

Customer Name	City of St. Louis - Community Development Administration
Start Date	June 2015
End Date	July 2015 (Ongoing support)
Contact Person	Alana Green
Address	1520 Market Street, Suite 2000 St. Louis, MO 63103
Telephone Number	(314) 657-3835
Email Address	greena@stlouis-mo.gov

Project Reference #2

Customer Name	California Division of Boating and Waterways
Start Date	March 2015
End Date	June 2015 (Ongoing support)
Contact Person	Ramona Fernandez
Address	One Capitol Mall, Suite 500 Sacramento, CA 95814
Telephone Number	(916) 327-1823
Email Address	ramona.fernandez@parks.ca.gov

Project Reference #3

Customer Name	Illinois Department of Public Health (IDPH)
Start Date	January 2013
End Date	June 2013 (Ongoing support)
Contact Person	Nicole Curtis
Address	69 W Washington Street, 35th Floor Chicago, IL 60602
Telephone Number	(312) 814-1080
Email Address	Nicole.Curtis@illinois.gov

Attachment H – Technical Lead Resume

PROPOSED STAFF RESUME FOR RFP 3474

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***HTC Global Services, Inc.***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.			
Name:	***Shibu Madhavan***	**Key Personnel: (Yes/No)**	***Yes***
Classification; i.e., Project Manager, Implementation Lead, etc.	***Technical Lead***		
# of Years in Classification:	***18***	**# of Years with Firm:**	***15***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Shibu has over than 18 years of experience in Information Technology. He has experience in the analysis, design, development, testing, and maintenance of web based and client/server applications using .NET technologies. He also has experience in analyzing business and system requirements, including impact analysis on the existing systems, to develop systems specifications. Shibu has been with HTC since 2002.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.

i) March 2004 to Present: Technical Lead

- **Michigan Department of Health and Human Services**
- **City of St. Louis - Community Development Administration**
- **Illinois Department of Public Health**
- **California Department of Parks and Recreation**
- **California Division of Boating and Waterways**
- **Alaska Department of Labor and Workforce Development**
- **Canadian Cancer Society Research Institute**

Project: Enterprise Grants Administration and Management System (EGrAMS)

As **Technical Lead,** Shibu was responsible for the development and implementation of an enterprise wide electronics grants management application. Shibu is responsible in designing the system which allows end users to configure and manage the grant applications. Shibu is also involved in documenting software requirements, coding and testing system components. Shibu is also involved in attending support calls and providing immediate solutions to the end clients.

Software: **Visual Studio. NET, SQL Server 2012, 2008, 2005, 2000, AJAX, iText Library, jQuery, Bootstrap, HTML5, CSS3, WinSCP.Net.**

ii) December 2011 to August 2012: Department of Education, Lansing, MI - Technical Lead

Project: Grant Electronic Monitoring System (GEMS & MARS)

As **Technical Lead,** Shibu was responsible for the implementation of an electronic grants monitoring system to monitor implementation of Federal and State programs at the local level to ensure funds and

other resources are spent or used appropriately in accordance with State and Federal law and Education policy. Shibu was also involved in systems architecture, documenting software requirements, creating technical design document, coding and testing system components. Shibu was involved in creating the application framework to handle security, error logging, service communications, creating common controls. Shibu was involved in assigning tasks to the off-shore team and verifying them. He is also involved in attending support issues and providing immediate solutions.
Software: **Visual Studio. NET 4.0, WCF, SQL Server 2008, AJAX.**

iii) August 2003 to March 2004: CEPI, State of MI, Lansing, MI- Systems Analyst/Developer

Project: Financial Information Database (FID)
As **Systems Analyst/Developer**, Shibu was involved in the development of the Financial Information Database (FID), which replaces the old system to facilitate a more streamlined method of financial data submission.
Software: Visual Studio. NET, MS SQL Server 2000, and BizTalk Server 2002

iv)September 2002 to July 2003: Global Communication Services, Lansing, MI - Systems Analyst/Developer

Project: Michigan Automated Prescription System
As **Systems Analyst/Developer**, Shibu was involved in the development of the Michigan Automated Prescription System, which aims to collect data from pharmacies and reports Schedule II drugs to the State of Michigan.
Software: ASP, MS Visual Basic, COM+, MS SQL Server 2000, MS Access 2000, Message Queue Series, Visual Interdev 6.0, and Crystal Enterprise 8.0.

v) March 2002 to August 2002: Ford Motor Company, Detroit, MI - Programmer Analyst

Project: Dealer Communication Portal Conversion Project
As **Programmer Analyst**, Shibu was involved in the Dealer Communication Portal Conversion Project, which aims at a new content management approach to manage data on the websites and ensure consistent design and quick-and-easy site-wide updates.
Software: Microsoft CMS 2001, ASP 3.0, Visual Interdev 6.0, MS SQL Server, Test Director 7.0i, PVCS VM Server 6.8, and Cold Fusion 4.5

vi) September 2001 to February 2002: Office of Mental Health, NY - Programmer Analyst

Project: New York State Incident Management and Reporting System (NIMRS)
As **Programmer Analyst**, Shibu was involved in the development of the New York State Incident Management and Reporting System (NIMRS), which is written as a 3-Tier system in Visual Basic 6 using backend Oracle 8i and Crystal Reports for reporting.
Software: MS Visual Basic 6.0, Oracle 8i, MS Access, Seagate Crystal Reports, COM, and ActiveX

vii) July 2001 to August 2001: Birla Technologies, India- Programmer Analyst

Project: Pro-Analysis
As Programmer Analyst, Shibu was involved in the development of the Pro- Analysis, which provides detailed information about the information of the employees within the recruiting organization.
Software: MS Visual Basic 6.0, ASP 2.0, COM, MS SQL server 7.0, MS Access, VBScript, and JavaScript

vii) March 2001 to June 2001: JP Morgan Chase, New York, NY - Programmer Analyst

Project: Resource Manager

As **Programmer Analyst**, Shibu was involved in the developing Resource Manager, which provides information about the employee working time and production performance in the image processing shop from three different states and each state can view the performance of the other two states respectively.
Software: MS Visual Basic 6.0, MS Access 97, and Excel

viii) August 2000 to February 2001: SABRE Inc., India - Programmer Analyst

Project: Phone System
As **Programmer Analyst**, Shibu was involved in the development of the Phone System, which is for the American Airlines Crew Scheduling department to provide overall crew management for the airline.
Software: ASP 2.0, XML, XSL, MS Visual Basic 6.0, JavaScript, VBScript, MS SQL Server 7.0, Oracle 8.i, MS Access, IIS, MS Excel, and ActiveX

ix) January 2000 to August 2000: SABRE Inc., India- Programmer Analyst

Project: Inventory Management and Space Planning
As **Programmer Analyst**, Shibu was involved in the development of the Inventory Management and Space Planning System for maintaining the profile of every individual employee in the office and allocating equipment needed for that employee and keeping track of it when he resumes working for the company.
Software: ASP 2.0, MS Visual Basic 6.0, JavaScript, VBScript, Seagate Crystal Reports, SQL Server, MS Access, COM/DCOM, and MS Excel

x) October 1999 to January 2000: SABRE Inc., India - Programmer Analyst

Project: Reoccurring Training Bidding and Awarding System (RTBS)
As **Programmer Analyst**, Shibu was involved in the development of the Reoccurring Training Bidding and Awarding System (RTBS), which assist the training schedulers in awarding training assignments consistent with the bidding rules. The Awards program is a graphical PC application. It displays the training available as a grid.
Software: MS Visual Basic 6.0, MS Access, COM/DCOM, and MS Excel

xi) July 1999 to September 1999: SABRE Inc., India - Programmer Analyst

Project: MassEdit
As **Programmer Analyst**, Shibu was involved in the development of the MassEdit, which covered querying on information based on flight issues and correct data entry mistakes that may have occurred as reports were logged.
Software: MS Visual Basic 6.0, MS SQL Server 6.5, and VC Formula One 5.0 Library

xii) May 1999 to June 1999: SABRE Inc., India - Programmer Analyst

Project: FAVerify
As **Programmer Analyst**, Shibu was involved in the design and development of the FAVerify project, which covered the processing of reports entered by flight attendants that are scanned by the scanner, the details being pulled out by the scanner software, and stored in ASCII files.
Software: MS Visual Basic 6.0 and MS SQL Server 6.5

EDUCATION
Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

- Bachelor of Science in Physics, Mumbai University, Mumbai, India

CERTIFICATIONS
Information required should include: type of certification and date completed/received.

- Microsoft Certified in Programming in HTML5 with Java script and CSS3 - 2014
- Microsoft Certified in Web Applications Development with Microsoft .NET Framework 4 - 2010
- Microsoft Certified in Developing and Implementing Web Applications with Microsoft Visual Basic .NET and Microsoft Visual Studio .NET - 2003.
- Microsoft Certified in Analyzing Requirements and Defining Microsoft .NET Solution Architectures – 2002.
- Microsoft Certified in Visual Basic 6.0 – Desktop - 2002
- Microsoft Certified in Visual Basic 6.0 – Distributed Applications - 2002
- Microsoft Certified in SQL Server 2000 – Designing and Implementing Databases with Microsoft SQL Server 2000 Enterprise Edition - 2002
- Microsoft Certified in Analyzing Requirements and Defining Solution Architectures - 2002
- Microsoft Training for Installing and Configuring MS Windows NT Server 4.0 - 1998
- Microsoft Training for Designing and Implementing Databases with Microsoft SQL Server 6.5 - 1998

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)
Information required should include: environments, hardware, software, tools and databases.

Languages	Visual Studio. NET, HTML5, CSS3, AJAX, WCF, jQuery, LINQ, Razor, Bootstrap, Visual Basic, ASP, XML, WinSCP.Net.
DBMS	MS SQL Server 2000/2005/2008/2012, Oracle, MS Access
Server	Windows 2012, Windows 7, BizTalk Server 2002, SVN
Reporting Tools	iText Library, SQL Reporting Services, Crystal Reports
Scripting Languages	JavaScript, VBScript, jQuery

REFERENCES
A minimum of three (3) references are required, including name, phone number, fax number and email address.

Project Reference #1

Customer Name	City of St. Louis - Community Development Administration
Start Date	June 2015
End Date	July 2015 (Ongoing support)
Contact Person	Alana Green
Address	1520 Market Street, Suite 2000 St. Louis, MO 63103
Telephone Number	(314) 657-3835
Email Address	greena@stlouis-mo.gov

Project Reference #2

Customer Name	California Division of Boating and Waterways
Start Date	March 2015
End Date	June 2015 (Ongoing support)
Contact Person	Ramona Fernandez
Address	One Capitol Mall, Suite 500 Sacramento, CA 95814
Telephone Number	(916) 327-1823
Email Address	ramona.fernandez@parks.ca.gov

Project Reference #3

Customer Name	Illinois Department of Public Health (IDPH)
Start Date	January 2013
End Date	June 2013 (Ongoing support)
Contact Person	Nicole Curtis
Address	69 W Washington Street, 35th Floor Chicago, IL 60602
Telephone Number	(312) 814-1080
Email Address	Nicole.Curtis@illinois.gov

Attachment H – System Developer Resume

PROPOSED STAFF RESUME FOR RFP 3474

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***HTC Global Services, Inc.***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.			
Name:	***Gnana Prakash***	**Key Personnel: (Yes/No)**	***Yes***
Classification; i.e., Project Manager, Implementation Lead, etc.	***System Developer***		
# of Years in Classification:	***13***	**# of Years with Firm:**	***6***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Gnana has over than 13 years of experience in Information Technology. He has experience in the analysis, design, development, testing, and maintenance of web based and client/server applications using .NET technologies. Gnana has been with HTC since 2011.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.

1) **Apr 2011 to Current – HTC Global Service Inc. –Troy, MI. System Developer.**

   Project: EGrAMS (Electronic Grants Administration & Management System)

   Software/ Hardware: SQL Server 2005, 2012, Windows 7, IIS, HTTPS, HTML, ASP.NET 3.5, ASP.NET 4.0, ASP.NET 4.5, JavaScript, VB.NET, XML, SQL Reporting Services, Visual SourceSafe 6.0., WCF,DTD, XSLT, Web Services.

2) **Sep 2009 to April 2011 - Systems Technology Group Inc. –Troy, MI. Software Engineer.**

   Project: Item Bank System for Michigan Department of Education.

   Software/ Hardware: SQL Server 2005, Windows XP, IIS, HTTPS, HTML, ASP.NET 3.5, JavaScript, C#.NET, XML, SQL Reporting Services, Visual SourceSafe 6.0.

3) **Mar 2009 to Aug 2009 - DSRC – Chennai, India. Software Engineer.**

   Project: Sysnet.

   Software/ Hardware: ASP.NET 3.5, C#, Java Script, HTML, CSS, Visual Studio.NET 2008 Microsoft Visio, SQL Server 2005, Windows XP

4) **Nov 2008 to Mar 2009 - Citigroup – Chennai, India. Software Engineer.**

   Project: Project Financials Tracking Systems (ProFiTS)

   Software/ Hardware: ASP.NET 3.5,C#, Java Script, HTML, CSS, Visual Studio.NET 2008 Microsoft Visio, SQL Server 2005, Windows XP.

5) **Sep 2007 to Oct 2009 - Citigroup – Chennai, India. Software Engineer.**

Project: Problem Management (SPOF, iUpdate, EMS+, RCAS))

Software/ Hardware: ASP.NET 2.0, C#, Java Script, HTML, CSS, Visual Studio.NET 2005, Microsoft Visio, SQL Server 2005, Windows XP.

6) **Jul 2006 to Aug 2007 – 365 Media – Coimbatore, India. Software Engineer.**

Project: Solis VNU, Solis WAD, Solis MLJ (Publisher Domain)

Software/ Hardware: ASP.NET 2.0, C#, Java Script, HTML, CSS, Visual Studio.NET 2005, SQL Server 2000, XML, XSLT, Windows XP.

7) **Oct 2005 to Jun 2006 – Nissi Infotech – Coimbatore, India. Software Engineer.**

Project: ScrapthePlanet, Classiccarbase.

Software/ Hardware: ASP.NET 1.1, C#, Java Script, HTML, CSS, Visual Studio.NET 2003, SQL Server 2000, Windows XP

8) **Jun 2003 to Jun 2005 – SNS Technology – Coimbatore, India. System Administrator**.

Project: Student Mark Management.

Software/ Hardware: VB 6.0, MS-Access, Windows XP.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

- Master of Computer Application - Annamalai University , Chennai, Tamil Nadu - 2009
- Bachelor of Science(B.Sc) - Dr. SNS Rajalakshmi College of Arts and Science, Coimbatore, Tamil Nadu,- 2003
- DCAIT (Diploma in Computer Application and Information Technology) - Dr. SNS Rajalakshmi College of Arts and Science, Coimbatore, Tamil Nadu,- 2003

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

- VAX (.Net with XML) - 2005
- 70-515 Web Applications Development with Microsoft .NET Framework 4(MCTS) - 2011

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)

Information required should include: environments, hardware, software, tools and databases.

- Expertise in development of web applications using .Net, AJAX, iText Library, SQL Server, XML, XSL, Visual Basic, Microsoft CMS, ASP, COM, DCOM, MTS, Crystal Reports, VB Script, Java Script, IIS, MS Access, VBA, and Excel
- Experience in Database schema design and Transact SQL

REFERENCES

A minimum of three (3) references are required, including name, phone number, fax number and email address.

Project #1

Customer Name	City of St. Louis - Community Development Administration
Start Date	June 2015
End Date	July 2015 (Ongoing support)

Contact Person	Alana Green
Address	1520 Market Street, Suite 2000 St. Louis, MO 63103
Telephone Number	(314) 657-3835
Email Address	greena@stlouis-mo.gov

Project #2

Customer Name	California Division of Boating and Waterways
Start Date	March 2015
End Date	June 2015 (Ongoing support)
Contact Person	Ramona Fernandez
Address	One Capitol Mall, Suite 500 Sacramento, CA 95814
Telephone Number	(916) 327-1823
Email Address	ramona.fernandez@parks.ca.gov

Project #3

Customer Name	Illinois Department of Public Health (IDPH)
Start Date	January 2013
End Date	June 2013 (Ongoing support)
Contact Person	Nicole Curtis
Address	69 W Washington Street, 35th Floor Chicago, IL 60602
Telephone Number	(312) 814-1080
Email Address	Nicole.Curtis@illinois.gov

Section IX – Preliminary Project Plan

5.6.1 Vendors shall submit a preliminary project plan as part of the proposal, including, but not limited to:

- Gantt charts that show all proposed project activities;
- Planning methodologies;
- Milestones;
- Task conflicts and/or interdependencies;
- Estimated time frame for each task identified in Section 4, Scope of Work; and
- Overall estimated time frame from project start to completion for both vendor and State activities, including strategies to avoid schedule slippage.

Below is a tentative draft project schedule. The project schedule will be revised based on mutual agreement on desired sequencing of activities and dates.

NV-OGP
EGrAMS-EGMS Impler

GANTT CHART

	Task Name	Duration	Start	Finish	Predeces	Resource Names
1	**Nevada Office of Grant Procurement - EGMS (RFP # 3474)**	**329.5 days?**	**Mon 10/2/17**	**Fri 1/11/19**		**NV,HTC**
2	**Project Initiation**	**6.5 days**	**Mon 10/2/17**	**Tue 10/10/17**		**HTC,NV**
3	Award / Letter of Intent	0 days	Mon 10/2/17	Mon 10/2/17		NV
4	Review Contract / Sign	3 days	Mon 10/2/17	Wed 10/4/17	3	HTC
5	Countersign Contract - Fully Executed Contract	2 days	Thu 10/5/17	Fri 10/6/17	4	NV
6	Prepare for Project Kick-off meeting (presentation, draft schedule)	3 days	Thu 10/5/17	Mon 10/9/17	4	HTC
7	Project Kick-Off Meeting	0.5 days	Tue 10/10/17	Tue 10/10/17	6	HTC,NV
8	**4.4 Project Planning and Administration**	**294.13 days**	**Mon 10/9/17**	**Fri 11/30/18**		
9	Pre-Planning activities	1 day	Mon 10/9/17	Mon 10/9/17	5	HTC,NV
10	Project Plan Development (including sub-plans)	5 days	Tue 10/10/17	Mon 10/16/17	9	HTC
11	Project Schedule Development	3 days	Tue 10/10/17	Thu 10/12/17	9	HTC
12	Project Plan (including sub-plans), Project Schedule Initial Review	5 days	Tue 10/17/17	Mon 10/23/17	10,11	NV
13	Incorporate NV feedback in Project Plan, Project Schedule (if any)	2 days	Tue 10/24/17	Wed 10/25/17	12	HTC
14	Project Plan (including sub-plans), Project Schedule Review	10 days	Thu 10/26/17	Wed 11/8/17	13	NV
15	DELIVERABLE # 4.4.3 - Project Plan (including sub-plans), Project Schedule Approval	0 days	Wed 11/8/17	Wed 11/8/17	14	NV
16	**Project Tracking and Control**	**290.13 days**	**Fri 10/13/17**	**Fri 11/30/18**		
17	**Bi-Weekly Status Review Meetings with NV**	**285.13 days**	**Mon 10/16/17**	**Mon 11/26/18**		**HTC,NV**
48	**Project Team Status Review Meetings**	**290.13 days**	**Fri 10/13/17**	**Fri 11/30/18**		**HTC**
109	**Bi-Weekly Project Status Reports**	**290.13 days**	**Fri 10/13/17**	**Fri 11/30/18**		**HTC**
170	**Project Schedule Maintenance**	**217.13 days**	**Mon 11/27/17**	**Fri 9/28/18**		**HTC**
182	**Project Risk Review**	**280.13 days**	**Fri 10/27/17**	**Fri 11/30/18**		**HTC**
197	**4.5 Change Management Plan**	**103.5 days**	**Mon 10/2/17**	**Thu 3/1/18**		
198	**Gap Analysis and Requirements Validation**	**103.5 days**	**Mon 10/2/17**	**Thu 3/1/18**		
199	Request sample Forms, Reports, available system documentation	3 days	Thu 10/26/17	Mon 10/30/17	13	HTC,NV
200	Review sample grant documents	5 days	Tue 10/31/17	Mon 11/6/17	199	HTC
201	**4.5.2.1 Requirement Confirmation Meetings**	**22.5 days**	**Tue 11/7/17**	**Tue 12/12/17**	**200**	**HTC,NV**
202	Requirement Confirmation / Validation Meetings 1	0.5 days	Tue 11/7/17	Tue 11/7/17		HTC,NV
203	Requirement Confirmation / Validation Meetings 2	0.5 days	Tue 11/7/17	Tue 11/7/17	202	HTC,NV
204	Requirement Confirmation / Validation Meetings 3	0.5 days	Wed 11/8/17	Wed 11/8/17	203	HTC,NV

GANTT CHART

	Task Name	Duration	Start	Finish	Predeces	Resource Names
205	Requirement Confirmation / Validation Meetings 4	0.5 days	Wed 11/8/17	Wed 11/8/17	204	HTC,NV
206	Requirement Confirmation / Validation Meetings 5	0.5 days	Thu 11/9/17	Thu 11/9/17	205	HTC,NV
207	Requirements Confirmation / Gap Analysis Document	20 days	Thu 11/9/17	Tue 12/12/17	206	HTC
208	**4.5.2.1 Requirement Gathering for Interface**	**16 days**	**Tue 11/7/17**	**Fri 12/1/17**	**200**	**HTC,NV**
209	Requirement Gathering Meeting for CGI Advantage	0.5 days	Tue 11/7/17	Tue 11/7/17		HTC,NV
210	Requirement Gathering Meeting for NV Contract Management System	0.5 days	Tue 11/7/17	Tue 11/7/17	209	HTC,NV
211	Requirement Specification for CGI Advantage & NV Contract Mgmt System	15 days	Wed 11/8/17	Fri 12/1/17	210	HTC
212	Develop Change Management Plan	10 days	Tue 11/7/17	Tue 11/21/17		HTC
213	Requirement Confirmation / Gap Analysis Document Initial Review	5 days	Tue 12/12/17	Tue 12/19/17	207	NV
214	Requirement Specification Initial Review - CGI Advantage / CMS	5 days	Mon 12/4/17	Fri 12/8/17	211	NV
215	Change Management Plan - Initial Review	5 days	Mon 10/2/17	Fri 10/6/17		NV
216	Incorporate NV feedback in Requirement Confirmation / Gap Analysis Document, Change Management Plan (if any)	10 days	Tue 12/19/17	Thu 1/4/18	213	HTC
217	Requirement Confirmation / Gap Analysis Document Review	10 days	Thu 1/4/18	Thu 1/18/18	216	NV
218	Requirement Specification Review - CGI Advantage / CMS	10 days	Thu 1/18/18	Thu 2/1/18	217	NV
219	Change Management Plan Review	10 days	Thu 2/1/18	Thu 2/15/18	218	NV
220	Identify needs for increased funding	10 days	Thu 2/15/18	Thu 3/1/18	219	NV
221	DELIVERABLE # 4.5.3 - Approval of Requirements / Gap Analysis / Change Management Plan	0 days	Thu 3/1/18	Thu 3/1/18	220	NV
222	**4.6 Pre-Grant Award and Setup**	**30 days**	**Thu 2/15/18**	**Thu 3/29/18**	**219**	**HTC,NV**
223	Set up hardware / software environment for NV project; install EGrAMS	5 days	Thu 2/15/18	Thu 2/22/18	219	HTC
224	**Users and Roles**	**10.5 days**	**Thu 3/1/18**	**Thu 3/15/18**		**HTC**
225	Meeting to Identify Roles	0.5 days	Thu 3/1/18	Thu 3/1/18	220	HTC,NV
226	Request List of User and Roles	0.25 days	Fri 3/2/18	Fri 3/2/18	225	HTC
227	Provide List of Users and Roles	5 days	Fri 3/2/18	Fri 3/9/18	226	NV
228	Develop and Test script to Upload Users	5 days	Thu 3/1/18	Thu 3/8/18	221	HTC
229	Upload Roles and Users to EGrAMS	0.5 days	Thu 3/8/18	Thu 3/8/18	228	HTC
230	Verify Uploaded Users, Roles and Access to EGrAMS	5 days	Fri 3/9/18	Thu 3/15/18	229	NV
231	**Pre-Award Training**	**15 days**	**Thu 3/8/18**	**Thu 3/29/18**	**228**	**HTC**
232	Review and Update Pre-Award User Manuals	10 days	Thu 3/8/18	Thu 3/22/18	228	HTC

GANTT CHART

	Task Name	Duration	Start	Finish	Predeces	Resource Names
233	Develop Pre-Award Training Handouts	10 days	Thu 3/8/18	Thu 3/22/18	228	HTC
234	Pre-Award Training Handouts Review	5 days	Thu 3/22/18	Thu 3/29/18	233	NV
235	Conduct Pre-Award Training	1 day	Fri 3/9/18	Mon 3/12/18	227	HTC,NV
236	Review Training feedback, Publish Evaluation	3 days	Mon 3/12/18	Thu 3/15/18	235	HTC
237	DELIVERABLE # 4.6.3 - Approval of Pre-Grant Award Setup	0 days	Thu 2/15/18	Thu 2/15/18		NV
238	**4.7 Post-Grant Award Setup**	**75 days**	**Fri 3/16/18**	**Thu 6/28/18**	**230**	**HTC,NV**
239	**Open Grants**	**50 days**	**Fri 3/16/18**	**Thu 5/24/18**		**HTC,NV**
240	Request List of Open grants	5 days	Fri 3/16/18	Thu 3/22/18	230	HTC
241	List of Open Grants and other related information	15 days	Fri 3/23/18	Thu 4/12/18	240	NV
242	Review Open Grants; Develop Configuration Specifications	15 days	Fri 4/13/18	Thu 5/3/18	241	HTC
243	Configure Open Grants in EGrAMS (Workflow, Program, Award Info, Progress Reporting, etc.)	15 days	Fri 5/4/18	Thu 5/24/18	242	HTC
244	**Data Migration**	**40 days**	**Fri 5/4/18**	**Thu 6/28/18**	**237,240**	**HTC,NV**
245	Develop Data Migration Scripts to migrate Open Grants	15 days	Fri 5/4/18	Thu 5/24/18	242	HTC
246	Upload Open grants to EGrAMS	2 days	Fri 5/25/18	Mon 5/28/18	245	HTC
247	System Test forGrant Life Cycle for Open grants	10 days	Tue 5/29/18	Mon 6/11/18	246	HTC
248	Refine Data Migration scripts based on System Test	5 days	Tue 6/12/18	Mon 6/18/18	247	HTC
249	Review Data Migration for Open Grants	5 days	Tue 6/19/18	Mon 6/25/18	248	NV
250	Incorporate Changes / Feedback from NV to Data Migration	3 days	Tue 6/26/18	Thu 6/28/18	249	HTC
251	**Post Grant-Award Training**	**20 days**	**Fri 5/25/18**	**Thu 6/21/18**	**243**	**HTC,NV**
252	Review and Update Post-Award User Manuals	10 days	Fri 5/25/18	Thu 6/7/18	243	HTC
253	Develop Post-Award Training Handouts	10 days	Fri 5/25/18	Thu 6/7/18	243	HTC
254	Post-Award Training Handouts Review	5 days	Fri 6/8/18	Thu 6/14/18	253	NV
255	Conduct Post-Award Training	2 days	Fri 6/15/18	Mon 6/18/18	254	HTC,NV
256	Review Training feedback, Publish Evaluation	3 days	Tue 6/19/18	Thu 6/21/18	255	HTC,NV
257	DELIVERABLE # 4.7.3 - Approval of Post-Grant Award Setup	0 days	Thu 6/21/18	Thu 6/21/18	256	NV
258	**4.8 Subrecipient Setup**	**57.5 days**	**Fri 6/29/18**	**Tue 9/18/18**		**HTC,NV**
259	**Programs, Forms & Sub-recipients**	**57.5 days**	**Fri 6/29/18**	**Tue 9/18/18**		**HTC,NV**
260	Request for Programs, Forms, Su-brecipients	0.5 days	Fri 6/29/18	Fri 6/29/18	250	HTC
261	Provide List of Programs, Forms, Sub-recipients	10 days	Fri 6/29/18	Fri 7/13/18	260	NV

GANTT CHART

	Task Name	Duration	Start	Finish	Predece	Resource Names
262	Review Programs, Forms - Configure in EGrAMS	30 days	Fri 7/13/18	Fri 8/24/18	261	HTC
263	Upload sub-recipient information to Portal	2 days	Fri 8/24/18	Tue 8/28/18	262	HTC
264	System Test Grant Life Cycle; Refine if required	10 days	Tue 8/28/18	Tue 9/11/18	263	HTC
265	Verify Programs, Forms, Sub-recipients on Portal	5 days	Tue 9/11/18	Tue 9/18/18	264	NV
266	**Sub-recipient Training**	**12 days**	**Fri 8/24/18**	**Tue 9/11/18**	**262**	**HTC,NV**
267	Review and Update Sub-recipient User Manuals	10 days	Fri 8/24/18	Fri 9/7/18	262	HTC
268	Develop Sub-recipient Training Handouts	10 days	Fri 8/24/18	Fri 9/7/18	262	HTC
269	Sub-recipient Training Handouts Review	5 days	Tue 8/28/18	Tue 9/4/18	263	NV
270	Conduct Sub-recipient Training	2 days	Tue 9/4/18	Thu 9/6/18	269	HTC,NV
271	Review Training feedback, Publish Evaluation	3 days	Thu 9/6/18	Tue 9/11/18	270	HTC
272	DELIVERABLE # 4.8.3 - Approval of Sub-recipient Setup	0 days	Tue 9/11/18	Tue 9/11/18	271	NV
273	**Knowledge Transfer**	**32 days**	**Tue 9/11/18**	**Thu 10/25/18**	**272**	**HTC,NV**
274	Develop Knowledge Transfer Plan	5 days	Tue 9/11/18	Tue 9/18/18	272	HTC
275	Knowledge Transfer Plan - Initial Review	5 days	Tue 9/18/18	Tue 9/25/18	274	NV
276	Incorporate NV feedback, if any	2 days	Tue 9/25/18	Thu 9/27/18	275	HTC
277	Knowledge Transfer Plan Review	10 days	Thu 9/27/18	Thu 10/11/18	276	NV
278	Approval of Knowledge Transfer Plan	0 days	Thu 10/11/18	Thu 10/11/18	277	NV
279	Conduct Knowledge Transfer sessions	10 days	Thu 10/11/18	Thu 10/25/18	278	HTC,NV
280	Sign-off on Knowledge Transfer	0 days	Thu 10/25/18	Thu 10/25/18	279	NV
281	**4.9 On-going Technical Support**	**600 days**	**Tue 9/11/18**	**Tue 12/29/20**	**272**	**HTC**
282	Level 1 & 2 Technical Support	600 days	Tue 9/11/18	Tue 12/29/20	272	HTC
283	Maintenance Support	600 days	Tue 9/11/18	Tue 12/29/20	272	HTC
284	Release of Upgrades, Bug Fixes as applicable	600 days	Tue 9/11/18	Tue 12/29/20	272	HTC
285	**Project Closure**	**5.5 days**	**Thu 10/25/18**	**Thu 11/1/18**	**280**	**HTC,NV**
286	Develop / Update Lessons Learnt Report	5 days	Thu 10/25/18	Thu 11/1/18	280	HTC
287	Project Closure Meeting	0.5 days	Thu 11/1/18	Thu 11/1/18	286	HTC,NV
288	Project Sign-Off	0 days	Thu 11/1/18	Thu 11/1/18	287	NV,HTC

5.6.2 Vendors shall provide a written plan addressing the roles and responsibilities and method of communication between the contractor and any subcontractor(s).

HTC does not intend to use any sub-contractor for providing the services mentioned in the RFP

5.6.3 The preliminary project plan shall be incorporated into the contract.

HTC agrees that the draft project plan will be incorporated in the contract

5.6.4 The first project deliverable is the finalized detailed project plan that shall include fixed deliverable due dates for all subsequent project tasks as defined in Section 4, Scope of Work. The contract shall be amended to include the State approved detailed project plan.

HTC agrees that the contract will be amended to include the approved detailed project plan and schedule.

5.6.5 Vendors shall identify all potential risks associated with the project, their proposed plan to mitigate the potential risks and include recommended strategies for managing those risks.

Following the potential risks and mitigation plan :

Potential Risk	Mitigation Plan
Inadequate executive sponsorship or poor project governance can lead to project delays due to ineffective decision-making.	*Form a project steering committee made up of key decision-makers and stakeholders, and meet regularly to review project status and resolve any escalated issues.*
Resistance to Change *Resistance of the users of the system to move from a paper-based application process to an online computerized one.*	*HTC recommends involvement of a representative group during the early phases of implementation.*
Inadequate Training *Inadequate training to system users*	*Comprehensive training program, encompassing all aspects of grant management.* *Training includes train-the-trainer sessions that empower the Client staff to provide training to grantees based on specific needs and requirements*
Inadequate Support *Inadequate, unresponsive support offered by helpdesk personnel*	*HTC's support staff consists entirely of full-time employees, with direct access to the product management and development teams* *HTC's support staff has established expertise in managing support issues* *HTC offers service level options, based on factors such as number of users, complexity of the grant programs*

5.6.6 Vendors shall provide information on the staff that shall be located onsite in Carson City. If staff shall be located at remote locations, vendors shall include specific information on plans to accommodate the exchange of information and transfer of technical and procedural knowledge. The State encourages alternate methods of communication other than in person meetings, such as transmission of documents via email and teleconferencing, as appropriate.

HTC staff will visit the State of NV Carson city office as and when required. The project will be executed from our Global Development Center in Troy, MI. Normally onsite visits are conducted for the following activities:

1. ***Project Kick-off meeting***
2. ***Requirements Gathering / Confirmation Meeting***
3. ***Training and Knowledge Transfer***
4. ***System or Document reviews that require on-site presence***

The Communication Plan will identify the mode of communication and transmission methods for various project artifacts.

Section X – Requirement Matrix

The response to Requirement Matrix is provided in section 5.2 Requirement Matrix of this proposal document.

	TASK	Condition	NO	Details
1	**Grant Acquisition** Provide Potential Grant Opportunities			Please refer to the section/response provided below the "Requirement Matrix" table
	In database?	S		All potential grant opportunities are stored in database tables
	Searchable database?	S		The system supports search of all grant information based on user defined search criteria
	Project / Agency Goals & Metrics search?	S		The system supports search by project / agency goals and metrics based on user defined search criteria and Keywords
	Provide electronic summary of opportunity?	S		The system provides a summary of all posted grant opportunities.
	Provide previous award information?	S		The system provides information of all previous awards based on user defined search criteria. E.g. Office / Division, Agency, Fiscal Year(s), Grant Category, Grant Program, etc.
	Reviewed by full-time research staff?	S		All grant opportunities are reviewed by the designated personnel (Program Administrators, Research staff, etc.) prior to posting on the EGrAMS Grants Opportunity Portal. Once approved by the authorized personnel, the opportunity is available on the EGrAMS Grants Opportunity portal.
	Federal grants?	F		The system provides information for grant opportunities managed by the system. HTC may include links to federal grant opportunities on the EGrAMS portal based on State of Nevada specific requirements at no additional cost.
	Foundation grants?	F		The system provides information for grant opportunities managed by the

	TASK	Condition	NO	Details
				system. HTC may include links to foundation grant opportunities on the EGrAMS portal based on State of Nevada specific requirements at no additional cost.
2	**Grant Acquisition** Provide Sharable Workspace and Workflow to Build Grant Application	S		
	Shared workspace?	W		The system supports set up of roles and permissions that restricts access to specific functionality / programs within the system
	Required workflow / approval?	S		The system supports set up of one or more workflows as required. The workflow identifies the steps and promotion rules in the grant life cycle as applicable. One workflow is assigned to one or more programs as applicable.
	Proposal budget development?	S		Based on program requirements, the system supports set up of applicable budget categories (e.g. Personnel, Fringe Benefits, etc.) as well as line items and applicable rules for each expense category
	Track application development?	S		Application development is performed as a series of configuration steps. The system supports a Validation to ensure the application development is complete and consistent. It provided information on any configuration errors and corrective measures.
	Submission win-rates?	S		The system supports an Ad hoc Report Writer that allows end users to generate various reports and statistics like Submission Win Rates based on various criteria (e.g. Agency, Program, Fiscal Year, etc.)
3	**Grant Solicitation**	S		All grant opportunities are posted to

	TASK	Condition	NO	Details
	For Federal pass-thru or State Funds Published to a public portal for application			the EGrAMS portal that is accessible to the public for review and search based on user defined search criteria.
	Create a state-level grant solicitation?	S		EGrAMS supports the configuration federal pass through as well as state level programs
	Portal for sub-recipients to submit application?	S		EGrAMS supports a online interface for applicant to enter and submit their grant application
	Portal for sub-recipient application evaluation?	S		EGrAMS supports a comprehensive review and scoring models based on each program requirements
	Portal for sub-recipient grant award?	S		EGrAMS supports posting of award information on the portal. The information displayed is based on configurable parameters and typically displays Agency Name, City, Project Summary, Project Start / End Dates, Award Amount and Primary Contact.
	Provide data regarding submission of awards?	S		EGrAMS supports submission of awards for approval based on workflow routing.
4	**Sub-grant Recipients and Award**			
	Task and deliverable tracking?	S		EGrAMS support tracking of activities and deliverables against the work plan submitted with the application.
	To-date expenditures / draw-downs?	S		EGrAMS supports Summary as well as details reports on Year-to-Date Expenditures and Drawdowns based on user-defined selection criteria.
	Archive supporting documentation?	S		EGrAMS supports archival of supporting documentation based on archival rules.
	Match and/or Indirect tracking?	S		EGrAMS supports tracking expenses of all expense categories including Match and Indirect with respect to the budget.
	Outcome performance	S		EGrAMS support tracking of

	TASK	Condition	NO	Details
	measurements?			performance measurements against the work plan submitted with the application.
	Interface data with Nevada's financial management system?	C		HTC has successfully integrated EGrAMS with CGI Advantage for the State of Michigan. EGrAMS supports standard API's to external financial systems; however, minor modifications may be required to tailor the interface file / request sent out to the external financial system.
	Interface data with Nevada's contract management system?	C		HTC will develop the interface to Nevada's Contract Management System based of State of NV specific requirements
	View sub-recipient cross-agency data?	S		EGrAMS supports a consolidated grants portal that enables agencies to view sub-recipient grants information across state agencies utilizing EGrAMS
	Single audit monitoring tools?	S		HTC has a comprehensive software application that manages the grant monitoring life cycle of sub-recipients.
	FFATA Transparency monitoring tools?	M		HTC will develop an interface to the FFATA Sub-award Reporting System based on State of NV requirements at no additional cost
5	**Post-award Grant Management**			
	Track real-time, budget-to-actual expenditures?	S		EGrAMS tracks all expenses reported in real-time with respects to the budgets at a budget / expense category level
	To-date draw-down and reconciliation?	S		EGrAMS supports Payment Summary & Detail reports on Agency level drawn-downs against a grant
	Track program activity/tasks?	S		EGrAMS support tracking of activities and deliverables against the work plan submitted with the application.
	View organizational spending?	S		EGrAMS supports consolidated

	TASK	Condition	NO	Details
				reporting at an organization / sub-recipient level across state agencies
	Track allocations by activity within each grant program?	S		EGrAMS supports set up of allocations at an agency or activity / purpose area level. All expenses are tracked at the applicable level with respect to the approved allocations
	Standard data reporting?	S		EGrAMS supports several out of the box canned reports. Each report has a screen interface to specify used defined search criteria. Reports display information is PDF format by default and also support export to Excel.
	Customized data reporting?	S		EGrAMS supports an Ad hoc Report Writer that enables end user create, save and run customized reports
	Historical audit log of changes to project?	S		EGrAMS maintains a log of all changes to a project in the system
	Outcome performance measurements?	S		EGrAMS support tracking of performance measurements against the work plan submitted with the application.
	Interface data with Nevada's financial management system?	S		HTC has successfully integrated EGrAMS with CGI Advantage for the State of Michigan. EGrAMS supports standard API's to external financial systems; however, minor modifications may be required to tailor the interface file / request sent out to the external financial system.
	Interface data with Nevada's contract management system?	S		HTC will develop the interface to Nevada's Contract Management System based of State of NV specific requirements
	Match and/or Indirect track & reconciliation?	S		EGrAMS supports tracking expenses of all expense categories including Match and Indirect with respect to the budget. EGrAMS also supports a Match Report to facilitate reconciliation.
	Ability to provide cost allocation services, performance analysis and	S		EGrAMS supports various accounting transactions including

	TASK	Condition	NO	Details
	methodologies?			accounts payable, manual journals, payment adjustments, etc. The accounting transactions are generated based on charging rules that are defined at a grant program level with the ability to do an override for specific grantee.
6	**Grant Closeout**			
	Track and secure grant closures?	S		EGrAMS supports a closeout process to validate that sub-recipient obligations have been met (i.e. all required reports have been submitted / approved, all payments have been made, match requirements have been met, etc.).
	Preserve associated documentation?	S		All information is stored in the system and is available for querying and reporting purposes.
	Archive grant file library for audit purposes?	S		All information is stored in the system and is available for querying and reporting purposes. Closed grants are archived based on archival rules.
7	**Professional Development (after implementation)**			
	References in solution to specific Uniform Grant Guidance?	F		EGrAMS undergoes revisions on a periodic basis to meet changing regulations like specific Uniform Grant Guidance, etc. as well as comply with any technological changes like new browsers, etc. All these revisions are provided to EGrAMS customers at no additional cost provided they have an active EGrAMS contract with HTC.
	Professional grant consultant – included in cost?		X	The professional grant consultant cost included is for up 20 hours per month of level 1 and level 2 technical support after implementation.

	TASK	Condition	NO	Details
	Professional grant consultant – additional cost?		X	$125 per hr.
	Training tools included: Webinars?	S		Recorded demos available on demand to authorized uses based on role
	Training tools included: Web links?	S		Synopsis of screen and screen documentation
	Training tools included: Articles?		X	Not Applicable
	Training tools included: Technical books?	S		Online User Manuals
	Training tools included: Other?	S		Role based classroom training includes: • Instructor led training • Soft copy of training handouts • Hands-on exercises
8	**Future System Improvements**			
	Develop new upgrades/versions?	F		EGrAMS comes out 2 – 3 releases during a year. Enhancements to the product may be carried out based on the product managers identification of a need or a customer request. If it is a customer request, the request is evaluated whether the request is specific to the customer or it would benefit the product.
	Is there an additional charge for upgraded versions?		X	All upgrades and enhancements are provided to EGrAMS customers at no additional cost provided they have an active EGrAMS contract with HTC.
9	**Other**			
	Describe capabilities NOT already captured:	S		Online Ad hoc Query Tool

Section XI – Other Informational Material

9.1 Risk Management Process

HTC creates a risk management plan as a part of the overall project management plan for each project. The Risk Management plan identifies the potential risks on the project together with their impact and mitigation plan. HTC's risk management plan includes the following processes:

- Risk Identification - Risk identification involves the identification of potential risks and documenting the characteristics of each risk.
- Risk Analysis - Risk Analysis presents a quantification of risks presented as a summary table with detailed information on the Risk Impact and Contingency Factors (such as Schedule, Effort etc.).
- During the risk analysis process, risks are classified based on their probabilities of occurrence as – Low, Moderate, Significant or High. Risks are also classified based on their Impact and based on a combination of these factors a Risk Impact matrix is generated.
- Risk Response Planning – The risk response plan is also a part of the overall project management plan and includes details on actions to be taken to mitigate or avoid the identified risks. The output from the risk response plan is a risk register that includes a list of identified risks and the corresponding Preventive and Corrective measures that need to be taken for risk mitigation.
- Risk Monitoring and Control – The identified risks are monitored on a continuous basis and any new risks are added and updated in the risk management plan. If any of the identified risks arises, the corresponding countermeasure is evaluated and executed to mitigate the risk
- As required by the provisions of services under this Contract, a risk management plan format will be submitted to the State for approval within twenty (20) business days after the effective date of the contract resulting from this RFP. The risk management plan will be developed during the initial planning phase of the project, and be in accordance with the State's PMM methodology. Once both parties have agreed to the format of the plan, it shall become the standard to follow for the duration of the contract. The plan will be updated bi-weekly, or as agreed upon.

9.2 Maintenance and Support

HTC has a full-fledged support team that offers help desk and technical support during the post-implementation warranty and maintenance period.

HTC will setup a helpdesk for the State staff that will provide Level 1 and Level 2 support. The helpdesk will follow well-defined processes for tracking, resolving, and escalating the problems/issues reported during the contract period. HTC will provide a report of all issues/ queries received in each calendar month categorized by severity, time for resolution, caller, etc.

Resolution of issues is dependent on the nature and severity of the problem and on the Service Level Agreement (SLA). In addition, HTC also offers several support options / levels of service – Silver, Gold and Platinum that dictates the duration for which support is provided. HTC will provide 'Silver' level of service that provides support services from 8:00 am to 5:00 pm PST – Monday through Friday, excluding public holidays.

HTC also uses a web-based Issue Tracking System to log any issues during the course of the project and track these to satisfactory closure. The Issue Tracking System provides complete transparency on the process, enabling authorized users to closely monitor and track the issue and its resolution status. The Issue Tracking System is available 24x7.

9.3 Education and Training

HTC will conduct role-based training as applicable for this project. HTC will conduct classroom training with relevant training materials. The training may be conducted on-site or off-site and includes training materials.

HTC provides following trainings:

- Train-the-Trainer session
- Application Administrator Training sessions
- System Administrator Training session
- Technical Training session

Train-the-Trainer session - This training program is a classroom based training and covers the functions of the entire grant life cycle.

Application Administrator Training sessions - This training program covers grant program configuration (workflow, business rules, application forms and grant program level security).

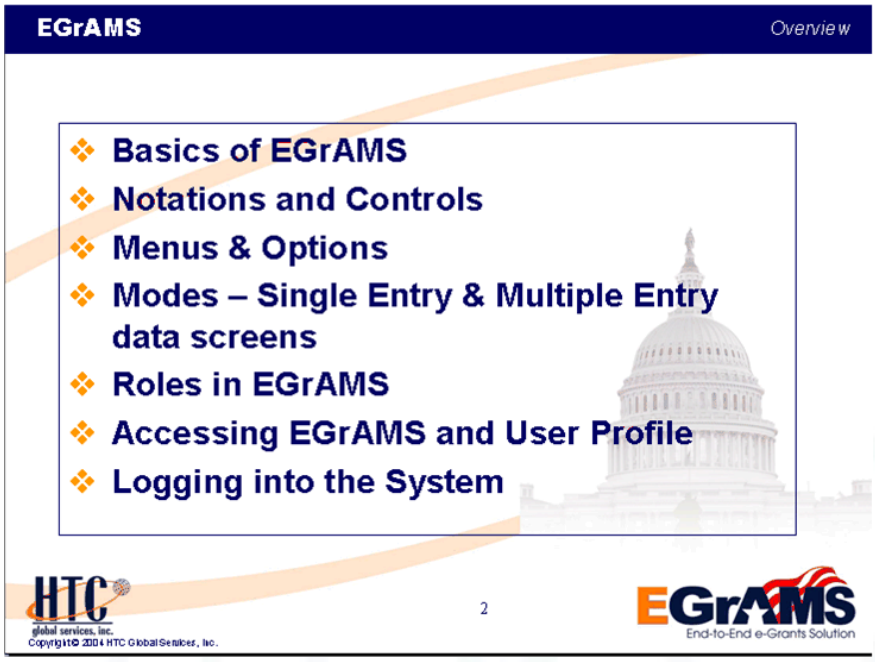
System Administrator Training session - This training program covers application Setup and Security configuration (Master Data, Roles, Role Access, etc.).

Technical Training session - This training program is classroom-based training and covers trouble-shooting areas across the entire grant life cycle.

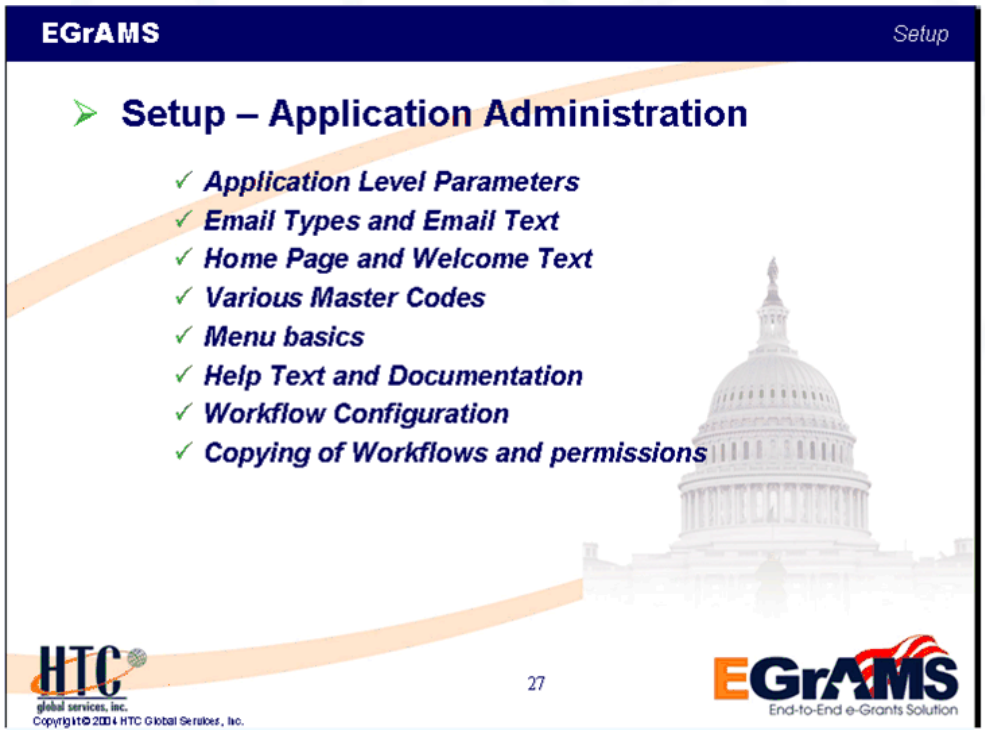
Training Material

HTC provides user manuals, installation manuals, on-line user help, FAQs, and training handouts. HTC provides all training materials as PDF files or Microsoft PowerPoint in electronic format.

Below is a sample Table of Contents of the end-user training slide on a segment of EGrAMS Overview.



Below is a sample Table of Contents of the Administrator training slide on a segment of EGrAMS Administration.



9.4 Application and Data Security

Application Security and Authentication

The system leverages security measures available in ASP.NET to prevent attacks such as SQL Injection and Cross-Site Scripting. The system supports secure communications and use of digital certificates ensuring information security. The Web Server is hosted behind a firewall in a DMZ so that only HTTPS may be left open for the public users. The data transfer between the browser and the web server is encrypted using Secure Socket Layer (SSL) 2048-bit certificates.

Every user that requires to access the grant application and other grant life cycle related functionality needs a valid user name and password. Each potential user creates his / her own user profile in the EGrAMS system. Profiles created by end users are created with and 'Inactive' status and can be activated by the State /Agency Administrators. Grantee agency administrators can activate users for their respective agency. On successful authentication, the user can access the various screens and functionality as applicable to their role. EGrAMS supports native (within EGrAMS) authentication as well as an interface to statewide single sign-on authentication systems including LDAP.

EGrAMS supports a highly flexible and user configured 5 level security model. At the highest level, each user is assigned a role that primarily determines the possible access to the various screens and functionality within the EGrAMS application. The application administrator is responsible for configuring the access at a role level. User roles are not limited and the application administrator may create the desired roles as applicable for the organization. Each role can have multiple responsibility or permission codes that are used to control user access at a grant application level. Responsibility or permission codes are not limited and the application administrator may create the desired responsibility or permission codes for a role as applicable for the organization.

Listed below is a summary of the five levels of security access.

- Role
- Permission or Responsibility
- Actions or Operations allowed
- Access to sections within a grant application (Read / Write)
- Stage within the grant life cycle

Data Security

The data transfer between the browser and the web server is encrypted using Secure Socket Layer (SSL) 2048-bit certificates. Data is encrypted in transit. The Web Server is hosted behind a firewall (in a DMZ) so that none other than HTTP and HTTPS ports are left open for the public users. The system can be configured to work exclusively with HTTPS if so desired. The database server is accessible only by the Web Server and it is not accessible to the public users. The input content is validated to ensure that malicious code does not get through the user input fields. This prevents attacks such as SQL injection attacks.

EGrAMS uses the following data security measures:

- Supports 2048-bit SSL Data Encryption: HTC uses SSL (2048 bit) to secure EGrAMS application at the web server. For all other communications requiring secure channels, HTC uses Public Key Infrastructure (PKI) based mechanisms including digital certificates for encryption and signing of messages.
- Supports Secure Remote access beyond the MAN using SSL VPN or IPSEC VPN: EGrAMS supports synchronization via public web services or interfaces accessible by IPSEC VPN connections only
- Passwords: Passwords are stored in the EGrAMS database using SHA-1 (Secure Hash Algorithm) hashes.
- EGrAMS will work within an environment where the SSL is provided by a reverse proxy.

Security Monitoring Tools

HTC has implemented Symantec Norton anti-virus enterprise edition for anti-virus needs in its data center. This product is implemented on multiple layers such as gateways, email servers, user workstations, data storage servers, etc. Real time scanning is implemented across all servers and workstations and the processes and procedures ensure regular updates of anti-virus signatures.

9.5 Organization Security Policy

HTC with its stringent policies, procedures, and processes ensures that security, confidentiality, or integrity of information in a hosted environment is not compromised,

HTC's Information Security Management System (ISMS) ensures that:

- Information is protected against unauthorized access
- It serves as a management framework for ensuring information security
- Confidentiality of information is assureds
- Integrity of information and service is maintained
- Availability of information and service is maintained
- Authentication ensures only authorized user access
- Regulatory and legislative requirements are met
- Business Continuity plans are produced, maintained and tested
- Information security training is available to all staff
- All breaches of information security, actual or suspected, are reported to, and investigated by the Security Coordinator and the Security Manager and are presented to the security forum review

HTC ensures security by

- Protecting sensitive information / data assets from unauthorized access, disclosure, deletion, modification, and corruption through adequate physical, personnel and logical security
- Safeguarding the accuracy and completeness of information; ensuring the availability of information and associated services for business continuity
- Identifying adequate security-specific roles and responsibilities in the organization
- Leveraging the emerging technologies to maintain confidentiality, integrity and availability of information assets belonging to business associates and customers both internal and external
- Adhering to the Information Security Law in line with applicable IT Government Laws/Acts and as specified by the contract
- Reporting security weakness/breaches and taking appropriate action as per HTC's ISMS and applicable legal laws
- Establishing a Security Forum to establish, implement and monitor the ISMS
- Providing adequate Information Security Training and awareness to all its employees and relevant third party resources
- Involving all the employees and relevant third parties to enforce the ISMS in the organization

9.5 Hosting Environment

HTC proposes to utilize Amazon Web Services (AWS) to host the proposed solution. Amazon Web Services provides a highly reliable, scalable, low-cost infrastructure platform in the cloud that powers hundreds of thousands of businesses in 190 countries around the world. It has locations in the U.S., Europe, India, Brazil, Singapore, Japan, and Australia.

The hosting environment with Amazon will provide necessary security infrastructure to prevent attacks from the Internet. Amazon Web Services instances can be fully secured by configuring built-in firewall rules. Network devices, including firewall and other boundary devices are in place to monitor and control communications at the external boundary of the network and at key internal boundaries within the network. These boundary devices employ rule sets, Access Control Lists (ACL) and configurations to enforce the flow of information to specific information system services.

Physical Security – Amazon Web Services

Source: Amazon – AWS Security Whitepaper

AWS's data centers are state of the art, utilizing innovative architectural and engineering approaches. Amazon has many years of experience in designing, constructing, and operating large-scale data centers. This experience has been applied to the AWS platform and infrastructure. AWS data centers are housed in nondescript facilities. Physical access is strictly controlled both at the perimeter and at building ingress points by professional security staff utilizing video surveillance, intrusion detection systems, and other electronic means. Authorized staff must pass two-factor authentication a minimum of two times to

access data center floors. All visitors and contractors are required to present identification and are signed in and continually escorted by authorized staff. AWS only provides data center access and information to employees and contractors who have a legitimate business need for such privileges. When an employee no longer has a business need for these privileges, his or her access is immediately revoked, even if they continue to be an employee of Amazon or Amazon Web Services. All physical access to data centers by AWS employees is logged and audited routinely.

Fire Detection and Suppression

Automatic fire detection and suppression equipment has been installed to reduce risk. The fire detection system utilizes smoke detection sensors in all data center environments, mechanical and electrical infrastructure spaces, chiller rooms and generator equipment rooms. These areas are protected by either wet-pipe, double-interlocked pre-action, or gaseous sprinkler systems.

Power

The data center electrical power systems are designed to be fully redundant and maintainable without impact to operations, 24 hours a day, and seven days a week. Uninterruptible Power Supply (UPS) units provide back-up power in the event of an electrical failure for critical and essential loads in the facility. Data centers use generators to provide back-up power for the entire facility.

Climate and Temperature

Climate control is required to maintain a constant operating temperature for servers and other hardware, which prevents overheating and reduces the possibility of service outages. Data centers are conditioned to maintain atmospheric conditions at optimal levels. Personnel and systems monitor and control temperature and humidity at appropriate levels.

Management

AWS monitors electrical, mechanical, and life support systems and equipment so that any issues are immediately identified. Preventative maintenance is performed to maintain the continued operability of equipment.

Storage Device Decommissioning

When a storage device has reached the end of its useful life, AWS procedures include a decommissioning process that is designed to prevent customer data from being exposed to unauthorized individuals. AWS uses the techniques detailed in DoD 5220.22-M (“National Industrial Security Program Operating Manual “) or NIST 800-88 (“Guidelines for Media Sanitization”) to destroy data as part of the decommissioning process. All decommissioned magnetic storage devices are degaussed and physically destroyed in accordance with industry-standard practices.