

ATTACHMENT 16: NARRATIVE RESPONSE

The Bidder must provide a brief narrative describing their understanding of and approach to the questions/topics below. In preparing a response to the Narrative, do not simply restate or paraphrase information in this solicitation and the SOW. Describe or demonstrate, in the Bidder's own words, the information required below.

The response descriptions and explanations should be straightforward, detailed, and precise. Responses will be evaluated as stated in [SECTION 6. EVALUATION](#) .

Bidder may submit no more than two (2) pages of diagrams to support each narrative response. The diagrams shall be visual representations of the narrative response and will be limited to no more than 100 words per page, which will include the diagram labels. One (1) page is defined as one (1) side of a physical sheet of letter size (8.5" x 11") paper regardless of single side or double-sided printing.

The Bidder's narrative response:

- Shall be delivered in PDF format, use a 11-point, Arial font for normal text and use one inch margins
- Shall cover all aspects of services as defined in the SOW references below.
- Shall not exceed twenty-five (25) pages total. Pages must include page numbers. If Bidder submits more than the 25 page limit only the first 25 pages will be reviewed and evaluated.

Each Narrative Response must adhere to the instructions specified in [SECTION 3.4.3. NARRATIVE REQUIREMENTS \(MS\)](#) , contain the content as shown on this Attachment, and include the following:

1. Table of Contents (not included in page limit)
2. Separate headings to delineate sections (aligned with the Table of Contents)
3. Formatting to ensure greater ease of evaluation, by:
 - a. Use of bold headings and sub-headings to easily locate information
 - b. Use of sub-headings or bullets to address each requirement or element listed for each narrative
 - c. Use of tables for each project described to summarize relevant information
 - d. Use of tables to highlight other relevant content for the narrative sub-sections
 - e. Use of graphics to enhance readability of response
 - f. Avoid use of acronyms
 - g. Provide glossary at the end of each narrative if non-standard terminology is used

TYPE	SOW REFERENCE	REQUIREMENT	MAXIMUM POINTS AVAILABLE
MS	SECTION 11. Contractor's Roles and Responsibilities	The Bidder must provide a detailed description of the bidder's development methodology for executing all the tasks and responsibilities listed in the SOW Reference Sections. This will identify to the State the Bidder's ability to develop and implement the proposed solution. (100 points)	
MS	SECTION 8. Solution Requirements, EXHIBIT A: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS	A detailed description of the approach to be used to develop and implement the solution to meet the solution requirements based on the configuration, definitions provided in EXHIBIT A: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS. (100 points)	
MS	SECTION 26. Compatibility and Interface	A detailed description of how the Bidder will integrate and interface with the laboratory instruments to support laboratory operations. - Identify specifics, including the type of interface (i.e. direct, indirect, import and export, etc.), data formats the system requires, - Third-party hardware or software necessary to support integration (DCC will not bear the cost and all the third party tools needed should be part of the SAAS licensing fees, proposed in Cost Workbook) - Technology updates, maintenance and support for continuous functionality. (100 points)	
MS	SECTION 29. Technology Refresh , SECTION 30. System Testing and Acceptance Procedures	A detailed description of the Bidder's approach to testing and supporting product upgrades. (50 points)	
MS	SECTION 32. Knowledge Transfer and/or Training	A detailed description of the Bidder's approach to completing knowledge transfer and training activities, including defining any State roles necessary to support	

TYPE	SOW REFERENCE	REQUIREMENT	MAXIMUM POINTS AVAILABLE
		the solution beyond the Bidder's support structure. (50 points)	
TOTAL NARRATIVE PROPOSAL POINTS POSSIBLE			400

