Narrative and Understanding of Project Scope • Provide a brief narrative that illustrates an understanding of ACCES's services and audiences, as well as the goals and requirements for this project.
Methodology and Workplan • Provide details as to how your organization would approach the delivery of these services and engage with ACCES. Identify any challenges you anticipate in the delivery of these services and how you propose to mitigate them.
Example Projects • Provide a narrative detailing how solutions were delivered (2-3 examples) to customer problems. Describe the benefits achieved as well as meeting the other criteria detailed in the Scope outlined in the RFP.
Quality Assurance • Describe how services will be delivered to the satisfaction of ACCES.

Out of Scope Items
• ACCES also requests that proposals include pricing for the optional service and supply arrangement.
• The Proponent should include:
    o scope of support service.
    o response and repair time guarantee; Proponents confirm they can meet the required response timelines of 2 hours for major issues and within 1 business day for minor items.
    o Any other items that are out of scope from the RFP.

Value-Added Benefits and Services • List any additional services and/or areas of expertise that ACCES may use to leverage efficiencies over the term of the contract.
Key Personnel and Team Composition • Indicate the names of key personnel, their role and availability for this project. Include all personnel that would be involved in planning, design, development, testing and implementation. • Confirm professional qualified personnel will be utilized for all work to be completed.