**2.4 Technical Proposal**

The Technical Proposal must be divided into the sections as described below. Every point made in each section must be addressed in the order given. The same outline numbers must be used in the response. RFP language should not be repeated within the response. Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the technical proposal must contain a meaningful summary of the referenced material. The referenced document must be included as an appendix to the technical proposal with referenced sections clearly marked. If there are multiple references or multiple documents, these must be listed and organized for ease of use by the Lottery.

**Instructions: Please supply all requested information in the yellow cells provided and indicate any attachments that have been included.**

* + 1. **Account Management & Reporting**
1. Please describe in detail your company’s proposed account management team structure including names and contact information where possible, and services each individual or group will perform.

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1. What is your company’s standard process for problem resolution including standard response times? What is the escalation process if the standard resolution process cannot resolve an issue?

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1. What are the standard reports that your company provides to your customers? Please provide a list of your company's standard reports, including examples, as an attachment to your RFP response. Please note which are available online.

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1. Please detail your company’s customized and ad hoc reporting capabilities including how long the Lottery will wait to receive new requests for information.

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* + 1. **Statistical Analysis of Utilization Study**
1. What is your company's standard process for performing the Study?

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1. Explain what sources you will utilize as your primary data source for gathering utilization data for MBEs and WBEs.

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1. Explain how your company will analyze actual payments to adequately reflect Lottery spend levels with MBE/WBE firms as primary and subcontractors on Lottery contracts.

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1. Explain the methodology (in detail) your company is proposing to complete the Study analysis. Explain how or why your methodology is appropriate to goals of the RFP and superior to other accepted methods.

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1. Explain how your company will differentiate the utilization of the MBE/WBE companies that have both designation of a MBE and a WBE. Explain where and how these companies will be counted when making recommendations on the MBE/WBE goal setting.

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1. The assessment and evaluation should discuss how the data from this Study and any other studies previously completed by the respondent distinguishes between MBEs and WBEs as prime contractors and subcontractors. Please describe how your company achieves this.

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1. The Vendor shall determine and evaluate the availability of MBE and WBE firms in the Lottery’s relevant geographic areas for the types of procurement/contracting opportunities and activities. Please describe how your company will accomplish this.

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1. Please explain how your company will assess the extent of availability of MBEs as prime contractors and subcontractors in the procurement of professional services, construction, other services, and supplies, by focusing on both overall MBE availability, as well as individual ethnic groups so that data is compiled and a disparity analysis is performed for each of the specific ethnic groups.

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1. Describe the process in which your company will evaluate the impact of MWBE Lottery policies on utilization in procurement and contracting opportunities.

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1. Explain how your company will investigate and describe prevailing practices in the public and private sectors that could lead to an underutilization of MBEs and WBEs. If an underutilization is found to exist, document these findings from statistical analysis, survey, anecdotal, complaint-based and such other relevant and appropriate evidence. The findings need to reflect the extent to which the current utilization of MBEs and WBEs is reflecting past discrimination (within the date range being analyzed in this Study) (active and/or passive) on the part of the Lottery.

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1. Detail your company’s process for examining, describing, and analyzing the effect of race and gender neutral strategies, measures and programs used by the Lottery.

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1. Provide and explain the methodology of the formula and/or algorithm and how the MBE/WBE goals will be calculated and recommended.

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* + 1. **Review/Evaluation**
1. Please describe how your company will review and evaluate contracting and procurement policies and procedures of the Lottery.

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1. Explain how your company will review and evaluate information systems used by the Lottery, and provide professional recommendations as to how to improve the systems so that they provide data that allows the Lottery to monitor the progress toward and/or support the updating of the MBE/WBE goals.

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1. Explain how your company will evaluate the utilization of the M/WBE companies that are qualified for both certifications as an MBE and a WBE.

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1. Please provide recommendations for incentives to achieve utilization goals. Please describe any experience your company has in evaluating these incentives and/or how the incentives will be accomplished by the Lottery.

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1. Please describe how your company will provide the Lottery with summary findings and key decision points during the process to assure that the requirements of the Study are being met. The purpose of key findings and progress reports is to ensure that the Lottery receives timely information of any consequential conclusions or problem areas that may need to be addressed, including any adjustment to the scope of work that may be necessary.

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* + 1. **Expected Products**
1. Please detail how your company will provide a monthly progress report. The Vendor shall, on a monthly basis, provide Lottery with a written report of the progress it has made toward completing its work plan. Lottery may require supporting documentation to verify progress.

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1. The Lottery expects a formal written report of evaluation and studies prepared consistently with the terms of this Scope of Services, including specific findings and recommendations. The Vendor shall produce a formal written report of its evaluation and studies covering all tasks in Attachment H. Please describe how your company will accomplish this.

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1. The Lottery expects that the Vendor will retain all the raw data collected, until otherwise instructed by the Lottery, in the event that the Lottery would later require an additional analysis of the data should its program be challenged. The Vendor shall submit all raw and analyzed data to Lottery used in this study upon request. Please describe how your company will house the information.

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1. The Lottery expects to have the actual formula and goal recommendations in four areas: construction, professional services, other services, and supplies. Describe the methodology of how the MBE/WBE goals will be calculated and recommended.

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