

Appendix D – Implementation Services Requirements

RFP-ERP-2020

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1. Overview of Document

This document clarifies the roles and responsibilities of the State of Hawaii (State) and the prime EFS System Integrator **(Offeror)** across the life-cycle of the multi-phase project, which consists of the following work activities:

* Implementation Services
	+ - Project Planning
		- Initial Analysis and Design
		- Final Analysis and Design
		- Configuration and Development
		- Testing and Training
		- Deployment and Go-Live Support
		- Warranty
* Minimum List of Deliverables
1. Implementation Services

The purpose of the Implementation Services section is to describe the tasks and Deliverables expected to occur during this Phase of the Project and to define the expected roles and responsibilities of the State and the Offeror.

As noted in the RFP, each subsection below outlines the high-level roles and responsibilities of both the State and the Offeror overall and for each Deliverable. The State requires the Offeror to assume full management responsibility for the required Offeror and subcontractor Project personnel and associated Deliverables related to this Project.

* 1. Project Planning

Offerors shall respond “Yes” or “No” to each requirement in the table below. A “No” response without providing a comment may cause the Offer to be rejected.

1. Project Planning Roles and Responsibilities

| # | Project Planning Roles and Responsibilities | Offeror | State | Offeror Response | Offeror Comment |
| --- | --- | --- | --- | --- | --- |
| 2.1.1 | Provide a Project Manager (PM) to represent the Offeror in the management of the Project, interfacing with the State Project Manager (PM) in any decisions relating to the Project. | X |  |  |  |
| 2.1.2. | Assume and lead all day-to-day management of all Offeror personnel, including subcontractor personnel, and associated Deliverables related to the required services. | X |  |  |  |
| 2.1.3 | Provide a Project Manager to represent the State organization in this Project, interfacing with the Offeror’s PM, and representing the State in any decisions relating to the Project. |  | X |  |  |
| 2.1.4 | Establish a program management office (PMO) for the Project by integrating with the State’s current PMO. | X |  |  |  |
| 2.1.5a | Create a Project Charter, or review and revise an existing Project Charter as necessary.  |  | X |  |  |
| 2.1.5b | Provide a Project Schedule (e.g. in MS Project) that includes the following key components:* Tasks and activities required to successfully complete the Project
* Schedule/milestone tracking and resource allocation
* Critical path identification and dependencies

Provide periodic updates (as mutually agreed upon by the State and the Offeror) to the Project Schedule.  | X |  |  |  |
| 2.1.6 | Establish a formal requirements management process that shall include:* Assumption definition, tracking, and traceability in a requirements traceability matrix (RTM)
* Functional and Technical Requirement definition, tracking, traceability and verification
 | X |  |  |  |
| 2.1.7 | Provide, update, and maintain a Project Management Plan (PMP) as mutually agreed upon by the State and the Offeror that includes the following key components:* Project initiation activities
* Issue tracking, escalation and resolution
* Change request approval, management and tracking
* Deliverable/product review and approval and other acceptance criteria
* Risk management, identification, quantification of impact, monitoring, and mitigation plans
* Quality management
* Relationships to other IT or business efforts
* Status and other reporting activities
* Status reporting templates (including Deliverable status reports, issues, risks, plan vs. actual status, etc.)
 | X |  |  |  |
| 2.1.8 | Provide and implement risk mitigation measures and contingency plans as high-priority risks are identified and monitored. | X |  |  |  |
| 2.1.9 | Provide the initial **Project Team Training Plan** to document State Project Team “boot camp” training requirements and the approach the Offeror will use to prepare the State Project Team for the Initial Design and Analysis phase (both Functional and Technical Teams) so that the State Project Team can gain an in depth understanding of the EFS application modules scheduled for implementation, introduction to configuration, table structures, technical terminology, etc. as mutually agreed upon by the State and the Offeror.  | X |  |  |  |
| 2.1.10 | Provide a Communication Plan that shall be used to communicate with all Project stakeholders throughout the life of the Project, as mutually agreed upon by the State and the Offeror, including at a minimum the following activities:* Communication with internal and external stakeholders
* Formal kickoffs of phases
* Communication of milestones
* Team-building exercises
 |  | X |  |  |
| 2.1.11 | Provide Weekly Status Reviews, Issues Logs, and Progress Reports at the sub-team level (e.g. functional teams, technical team, and deployment team). | X |  |  |  |
| 2.1.12 | Provide Project Status Reports and conduct regularly scheduled status meetings reviewing Project progress, risk mitigation, issue resolution, Deliverable status, and next steps mutually agreed upon by the State and the Offeror. | X |  |  |  |
| 2.1.13 | Use documentation repository provided by the State to store, organize, track, control and disseminate all information using documentation standards and naming convention. | X |  |  |  |
| 2.1.14 | Communicate Project scope change process and procedures to State stakeholders. |  | X |  |  |
| 2.1.15 | Document impact analysis associated with proposed changes. | X |  |  |  |
| 2.1.16 | Provide training materials for “boot camp” training. | X |  |  |  |
| 2.1.17 | Provide State **Project Team Training** (“boot camp” training) to the Project Team and key SMEs to support the Initial Analysis and Design phase. | X |  |  |  |
| 2.1.18 | Provide a Work Breakdown Structure that maps major tasks for all phases of project | X |  |  |  |

* 1. Initial Analysis and Design

Offerors shall respond “Yes” or “No” to each requirement in the table below. A “No” response without providing a comment may cause the Offer to be rejected.

1. Initial Analysis and Design Roles and Responsibilities

| # | Initial Analysis and Design Roles and Responsibilities | Offeror | State | Offeror Response | Offeror Comments |
| --- | --- | --- | --- | --- | --- |
| 2.2.1 | Act as primary point of contact with stakeholders and offices to refine functional and technical requirements, including scheduling State staff for interviews and workshops. |  | X |  |  |
| 2.2.2 | Develop a detailed plan and schedule to conduct State interviews, group workshops, and surveys to refine, and prioritize detailed functional and technical requirements. | X |  |  |  |
| 2.2.3 | Conduct and document State interviews, group workshops, and surveys to refine, and prioritize detailed functional and technical requirements. | X |  |  |  |
| 2.2.4 | Provide periodic updates to refine, clarify and prioritize the detailed functional and technical requirements including “to-be” process flows, use cases, and business re-engineering opportunities. | X |  |  |  |
| 2.2.5 | Coordinate, schedule and communicate with all functional and technical SMEs for planning sessions. |  | X |  |  |
| 2.2.6 | Conduct and document functional and technical planning sessions to establish system(s) configuration. | X |  |  |  |
| 2.2.7 | Develop and document operational and technical requirements (technical as well as performance) around the current IT infrastructure (desktop, network, directories, and any dependent systems) to allow the State to perform any mitigations. | X |  |  |  |
| 2.2.8 | Provide a **Technical Architecture Strategy** (e.g. including application, database, network, infrastructure, system management, security, administration). | X |  |  |  |
| 2.2.9 | Conduct business process analysis and reengineering focused on the adoption of standard, best-practice business processes implicit within the proposed solution. | X |  |  |  |
| 2.2.10 | Analyze, validate and provide recommendations regarding any proposed enhancements to the application based on existing laws, policies, and other government regulations. | X |  |  |  |
| 2.2.11 | Assess whether the solution is compliant with State’s digital records retention policies. | X |  |  |  |
| 2.2.12 | Work with the State’s Uniform Chart of Accounts (UCOA) consultant to demonstrate how the proposed UCOA structure will be implemented in the application, including field definitions and usage; and reporting. The design shall use information from the State’s preliminary UCOA documents. | X |  |  |  |
| 2.2.13 | Assess needs and develop the design for a Business Intelligence (BI)/Data Warehouse (DW) solution which addresses the State’s reporting requirements. | X |  |  |  |
| 2.2.14 | Provide BI/DW recommendations on an integrated versus federated implementation approach. | X |  |  |  |
| 2.2.15 | Provide the Configured Environment (pre-development and/or sandbox) required to support fit-gap activities. | X |  |  |  |
| 2.2.16 | Conduct and document assessments of detailed functional requirements and generate a fit-gap analysis, including affected systems recommendations and alternative design scenarios, etc. | X |  |  |  |
| 2.2.17 | Provide a State-wide **EFS Implementation Strategy** document which outlines the proposed approach for implementation, including timelines for deployment across all phases; and staffing plan for the Offeror and the State. | X |  |  |  |
| 2.2.18 | Provide the **Initial System Design Document**, including “to-be” business process flows, business process fit-gap analysis, updated and validated RTM (e.g. updated requirements fit-gap), RICEFW, data dictionary, and role-based access control. | X |  |  |  |
| 2.2.19 | Facilitate interviews, group workshops, etc. to obtain and gain consensus on design. | X |  |  |  |
| 2.2.20 | Define and document the system’s security and privacy features, including role-based access controls. | X |  |  |  |
| 2.2.21 | Provide a **Business Process Re-engineering Plan** to address the business process and organizational change management activities necessary to successfully implement the system in the State. | X |  |  |  |
| 2.2.22 | Provide and document a **Business Process and Organizational Change Management Plan**. | X |  |  |  |
| 2.2.23 | Perform and document an **Organizational Readiness Assessment** to identify opportunities and resistance to changes. | X |  |  |  |
| 2.2.24 | Perform and document a discovery of Time & Attendance data collection requirements throughout the jurisdictions. | X |  |  |  |

* 1. Final Analysis and Design

Offerors shall respond “Yes” or “No” to each requirement in the table below. A “No” response without providing a comment may cause the Offer to be rejected.

1. Final Analysis and Design Roles and Responsibilities

| # | Final Analysis and Design Roles and Responsibilities | Offeror | State | Offeror Response | Offeror Comments |
| --- | --- | --- | --- | --- | --- |
| 2.3.1 | Act as primary point of contact with stakeholders and offices to refine functional and technical requirements, including scheduling State staff for interviews and workshops. |  | X |  |  |
| 2.3.2 | Develop a plan and schedule to conduct State interviews, group workshops, and surveys to finalize the detailed functional and technical requirements. | X |  |  |  |
| 2.3.3 | Conduct and document State interviews, group workshops, and surveys to finalize the detailed functional and technical requirements. | X |  |  |  |
| 2.3.4 | Provide final updates to refine, clarify and prioritize the detailed functional and technical requirements including “to-be” process flows, use cases, and business re-engineering opportunities. | X |  |  |  |
| 2.3.5 | Coordinate, schedule and communicate with all functional and technical SMEs for planning sessions. |  | X |  |  |
| 2.3.6 | Conduct and document final functional and technical planning sessions to establish system(s) configuration. | X |  |  |  |
| 2.3.7 | Develop and document operational and technical requirements (technical as well as performance) around the current IT infrastructure (desktop, network, directories, and any dependent systems) to allow the State to perform any mitigations | X |  |  |  |
| 2.3.8 | Conduct business process analysis and reengineering focused on the adoption of standard, best-practice business processes implicit within the proposed solution. | X |  |  |  |
| 2.3.9 | Assess needs and design BI/DW solution which supports the analysis and report requirements defined in functional requirements. | X |  |  |  |
| 2.3.10 | Provide the Configured Environment (pre-development) required to support the final fit-gap activities. | X |  |  |  |
| 2.3.11 | Conduct and document assessments of detailed functional requirements and update the fit-gap analysis, including affected systems recommendations and alternative design scenarios, etc. | X |  |  |  |
| 2.3.12 | Conduct and document assessments of detailed technical infrastructure requirements and generate a fit-gap analysis, including network infrastructure, desktops, etc. | X |  |  |  |
| 2.3.13 | Ensure alignment of the system architecture with the State’s technical architecture preferences. | X |  |  |  |
| 2.3.14 | Perform and document system security planning and create a formal **Security Plan** in accordance with State’s security requirements and regulations. | X |  |  |  |
| 2.3.15 | Provide a **Final System Design Document**, including “to-be” business process flows, final business process fit-gap analysis and documentation, validated detailed functional and technical requirements, configuration settings, and requirements traceability matrix. | X |  |  |  |
| 2.3.16 | Facilitate interviews, group workshops, etc. to obtain and gain consensus on design. | X |  |  |  |
| 2.3.17 | Define and document the system’s security features. | X |  |  |  |
| 2.3.18 | Provide and apply appropriate business process and organizational change management templates and guidance while ensuring processes are in place for communication. | X |  |  |  |
| 2.3.19 | Lead business process and organizational change management activities.  |  | X |  |  |
| 2.3.20 | Assess effectiveness of business process and organizational change management activities. | X |  |  |  |
| 2.3.21 | Provide a **System Security Plan** detailing the methodology and approach to the implementation of system security throughout the application. | X |  |  |  |
| 2.3.22 | Provide recommendations for ongoing business process and organizational change management activities. | X |  |  |  |
| 2.3.23 | Provide a **Communication Plan** detailing the approach to communicating to the entire organization the progress for the Project. | X |  |  |  |
| 2.3.26 | Implement business process and organizational change management recommendations. |  | X |  |  |
| 2.3.27 | Provide a **Business Intelligence Plan** detailing the approach to meeting the State reporting requirements.  | X |  |  |  |
| 2.3.28 | Provide and document the **System Landscape Architecture, Technical and Business Design Plan** which includes hardware specifications (e.g. make, model, CPU, memory), server configuration, system diagrams, database design, SAN storage requirements, high availability design, and Disaster Recovery infrastructure and procedures, as it relates to current State IT Governance policies and standards. | X |  |  |  |
| 2.3.29 | Develop procedures for data replication and disaster recovery. | X |  |  |  |
| 2.3.30 | Provide a **Data Conversion Strategy**, including identification of the methodology and tools for the conversion of State legacy database information. | X |  |  |  |
| 2.3.31 | Implement **Knowledge Transfer Plan** for the State Project Team throughout all Phases as well as to State support personnel in support of developing a Level 1 and Level 2 support team prior to deployment. | X |  |  |  |

* 1. Configuration and Development

Offerors shall respond “Yes” or “No” to each requirement in the table below. A “No” response without providing a comment may cause the Offer to be rejected.

1. Configuration and Development Roles and Responsibilities

| # | Configuration and Development Support Roles and Responsibilities | Offeror | State | Offeror Response | Offeror Comment |
| --- | --- | --- | --- | --- | --- |
| 2.4.1 | Establish and document the **Detailed Functional and Technical Specifications** , including requirements documents, use cases, and logical, data flow diagrams, architecture documents and physical data models inclusive of forms, reports, interfaces, conversions, enhancements, and workflow (FRICEW).  | X |  |  |  |
| 2.4.2 | Perform all necessary technical design, configuration, testing, or scripting, of systems as required to provide and implement the functional and technical requirements.  | X |  |  |  |
| 2.4.3 | Perform all necessary technical design, configuration, testing, or scripting, of temporary and permanent interfaces as required to provide and implement the functional and technical requirements. | X |  |  |  |
| 2.4.4 | Develop and document custom reports (as required to provide and implement functional and technical requirements). | X |  |  |  |
| 2.4.5 | Manage all configuration and interface development efforts using State-approved tools and methodologies adhering to defined standards and guidelines. | X |  |  |  |
| 2.4.6 | Provide configuration management tools. | X |  |  |  |
| 2.4.7 | Provide software development audit trail capabilities (e.g., developer ID, time). | X |  |  |  |
| 2.4.8 | Coordinate and communicate with State partners, owners of external systems, and/or third-party service providers regarding interfaces. | X |  |  |  |
| 2.4.9 | Work with State partners, owners of external systems, and/or third-party service providers to collect information required to develop and document a detailed interface design and approach according to State standards. | X |  |  |  |
| 2.4.10 | Conduct code reviews to ensure customized software and interfaces comply with coding standards to reduce defects. | X |  |  |  |
| 2.4.11 | Review and approve results of Offeror code reviews at the State’s discretion. |  | X |  |  |
| 2.4.12 | Define and document configuration management policies and procedures consistent with industry best practices. | X |  |  |  |
| 2.4.13 | Perform configuration management activities throughout the Project. | X |  |  |  |
| 2.4.14 | Tag and maintain an inventory of hardware and maintain an inventory of software.  | X |  |  |  |
| 2.4.15 | Label all hardware to correspond with appropriate diagrams and include description of function. | X |  |  |  |
| 2.4.16 | Ensure software license compliance. | X |  |  |  |
| 2.4.17 | Schedule releases (e.g. configuration changes). | X |  |  |  |
| 2.4.18 | Manage documentation of changes to the underlying environment via use of library management version control and turnover management. | X |  |  |  |
| 2.4.19 | Review configuration management results. |  | X |  |  |
| 2.4.20 | Provide a **Role-to-Position Mapping** document to map the end-user roles to the positions within the organization. | X |  |  |  |
| 2.4.21 | Provide a **Data Conversion Plan**, including identification of roles and responsibilities for Offeror and State staff, and policies and procedures to ensure controls are in place in accordance with State rules and regulations. | X |  |  |  |
| 2.4.22 | Specify Extract, Transform, and Load (ETL) tools for data conversion. | X |  |  |  |
| 2.4.23 | Provide ETL tools. | X |  |  |  |
| 2.4.24 | Install and configure ETL tools (EFS environments). | X |  |  |  |
| 2.4.25 | Assist with installation and configuration of ETL tools (legacy environments). | X |  |  |  |
| 2.4.26 | Provide an **Integration, Parallel, User Acceptance, Regression, Stress, and Security Test Plans** that provides the detailed approach that shall be taken to fully test all components of the system including test control and approval processes, test participants, how testing will interface with the configuration management process, and test documentation expectations for the following test types: unit, integration, end-to-end, interface, user acceptance, data conversion, performance (including stress and volume), availability, disaster recovery (including failover), regression, and security.  | X |  |  |  |
| 2.4.27 | Provide a **Business Continuity Plan** that describes the approach to perform disaster recovery activities and align with the Service-Level Agreements (SLAs) as mutually agreed upon by the State and the Offeror. | X |  |  |  |
| 2.4.29 | Provide an **End-User Training Plan**. | X |  |  |  |
| 2.4.30 | Vendor must provide aData governance structure plan. | X |  |  |  |
| 2.4.31 | Vendor must detail their plan/procedure for the handling of the disposal of records (electronic, paper) that contain PII data. | X |  |  |  |
| 2.4.32 | Vendor must detail their plan/procedure for the handling of external requests for anything related to the State of Hawaii data | X |  |  |  |
| 2.4.33 | Vendor must provide their Data Protection, or Data Loss Prevention (DLP) plan | X |  |  |  |

* 1. Testing and Training

Offerors shall respond “Yes” or “No” to each requirement in the table below. A “No” response without providing a comment may cause the Offer to be rejected.

1. Testing and Training Roles and Responsibilities

| # | Testing and Training Roles and Responsibilities | Offeror | State | Offeror Response | Offeror Comment |
| --- | --- | --- | --- | --- | --- |
| 2.5.1 | Provide automated testing tools and procedures for testing including integration, UAT, end to end, regression, performance, stress, etc. | X |  |  |  |
| 2.5.2 | Document/create standards and procedures for the use of the tools that support all testing activities. | X |  |  |  |
| 2.5.3 | Install, configure, and implement the testing application software, hardware, data, desktops, etc. | X |  |  |  |
| 2.5.4 | Create **Test Scripts, Test Cases, and Test Data,** and perform all appropriate testing (e.g., unit, integration, end-to-end, interface,data conversion, performance (including stress and volume), regression, and security. Assist with user acceptance testing. | X |  |  |  |
| 2.5.5 | Assist with testing (integration and end-to-end). Provide guidance and input to **Test Scripts, Test Cases, and Test Data**. Perform user acceptance testing.  |  | X |  |  |
| 2.5.6 | Test the capability of failover to secondary DR site. | X |  |  |  |
| 2.5.7 | Test the capability to move back to primary data center after deployment on secondary DR data center. | X |  |  |  |
| 2.5.8 | Provide the Configured Hardware Environments (testing) to test and/or demonstrate the functionality has been satisfied. | X |  |  |  |
| 2.5.9 | Provide Configured Hardware Environments (testing) Documentation, including specification of hardware, network, storage, utilities, licensees, and other required infrastructure. | X |  |  |  |
| 2.5.10 | Provide and document test results in a **Documented Successful Testing Results** deliverable. | X |  |  |  |
| 2.5.11 | Validate the system for compliance with the Security Plan. | X |  |  |  |
| 2.5.12 | Manage the State functional, integration, user acceptance, and regression test environments and associated test data including creation and maintenance during the testing period. | X |  |  |  |
| 2.5.13 | Review testing results for compliance with policies, procedures, plans, and test criteria and metrics (e.g. defect rates, progress against schedule). |  | X |  |  |
| 2.5.14 | Coordinate the scheduling of user acceptance testing (e.g. gain user involvement, establish and define acceptance criteria, set high-level test objectives, establish high-level test scenarios). |  | X |  |  |
| 2.5.15 | Facilitate and support user acceptance test as prescribed by the State, including: establishing adequate test environment based on user acceptance criteria; preparing data to support test scenarios within modified system as well as managing the relationship with all interfaced systems necessary to conduct test; troubleshooting; supporting users to progress through scenarios; simulating interfaces or working with integrated systems to conduct end-to-end tests; supporting batch processing; exercising functionality; converting production data, and reporting results.  | X |  |  |  |
| 2.5.16 | Conduct user acceptance testing. |  | X |  |  |
| 2.5.17 | Use a Defect Tracking System (provided by the Offeror) for purposes of allowing the State to initiate, track, and report all testing defects (e.g. integration, end to end, and user acceptance testing).  | X |  |  |  |
| 2.5.18 | Notify Offeror in the event the State notices a discrepancy between the State’s requirements and the requirements document or other Offeror Deliverables. |  | X |  |  |
| 2.5.19 | Correct defects found as a result of testing efforts. | X |  |  |  |
| 2.5.20 | Create data conversion extracts from legacy/existing data files in a format specified by the Data Conversion Plan. |  | X |  |  |
| 2.5.21 | Provide coding of automated data conversion extracts from legacy/existing data files, using techniques that are consistent with the development standards. | X |  |  |  |
| 2.5.22 | Extract legacy data for purposes of transformation and loading into new application files structures. |  | X |  |  |
| 2.5.23 | Transform and load cleansed legacy data. | X |  |  |  |
| 2.5.24 | Review the data and the data cleansing metrics as delineated in Data Conversion Plan, for data currently residing in State databases. |  | X |  |  |
| 2.5.25 | Perform data cleansing (cleansing of data that cannot be cleansed automatically). |  | X |  |  |
| 2.5.26 | Coordinate and execute manual data loads if required. | X |  |  |  |
| 2.5.27 | Provide converted legacy data for transactional testing during integration, end to end, user acceptance, etc. test events. | X |  |  |  |
| 2.5.28 | Perform Data Conversion from existing system(s) to the new system, by electronic or manual methods and track data conversion status and notifications. | X |  |  |  |
| 2.5.29 | Provide tool for obfuscation of data (subject to approval by the State). | X |  |  |  |
| 2.5.30 | Provide tool for automated comparison of payroll and financial accounting calculation results between legacy and new system (subject to approval by the State). | X |  |  |  |
| 2.5.31 | Provide knowledge transfer materials including dialogue scripts, for Level 1 support for the system. | X |  |  |  |
| 2.5.32 | Provide **Training Curriculum Document**, including the course outlines and schedules for end-user training.  | X |  |  |  |
| 2.5.33 | Provide **Enhanced Training Materials**. | X |  |  |  |
| 2.5.34 | Provide **Final Training Materials**, including end-user documentation, standard templates and online training, to support end-user training. | X |  |  |  |
| 2.5.35 | Tailor the standard training templates to incorporate State-specific business processes. | X |  |  |  |
| 2.5.36 | Conduct Enhanced Training for the system. | X |  |  |  |
| 2.5.37 | Participate in Enhanced Training for the system. |  | X |  |  |
| 2.5.38 | Conduct **End-User Training** for the system. | X |  |  |  |
| 2.5.39 | Support end-user training for the system |  | X |  |  |
| 2.5.40 | Participate in end-user training for the system. |  | X |  |  |
| 2.5.41 | Provide the Configured Environments (Training) to support training as defined in End-User Training Plan. | X |  |  |  |
| 2.4.42 | Provide Configured Environments (Training) Documentation, including specification of hardware, network, storage, utilities, licensees, and other required infrastructure. | X |  |  |  |
| 2.5.43 | Create and maintain the State training data as required by the State. | X |  |  |  |
| 2.5.44 | Provide detailed **Technical Documentation** including the technical and architectural documents, diagrams, and specifications. | X |  |  |  |
| 2.5.45 | Survey end-users following End-User Training for End-User training effectiveness reports. |  | X |  |  |
| 2.5.47 | Provide the End-User Survey and develop End-User Training Effectiveness Reports. | X |  |  |  |

* 1. Deployment and Go-Live Support

Offerors shall respond “Yes” or “No” to each requirement in the table below. A “No” response without providing a comment may cause the Offer to be rejected.

1. Deployment and Go-Live Support Roles and Responsibilities

| # | Deployment and Go-Live Support Roles and Responsibilities | Offeror | State | Offeror Response | Offeror Comment |
| --- | --- | --- | --- | --- | --- |
| 2.6.1 | Provide initial and **Final Detailed Deployment Plan**.  | X |  |  |  |
| 2.6.2 | Provide the Configured Environments (production and disaster recovery). | X |  |  |  |
| 2.6.3 | Provide Configured Environments (production and disaster recovery) Documentation, including specification of hardware, network, storage, utilities, licensees, and other required infrastructure. | X |  |  |  |
| 2.6.4 | **Provide Go/No-go Documentation**, including the Production Cutover Plan and the Go-Live Checklist). | X |  |  |  |
| 2.6.5 | Conduct **Go/No-go Meeting**. | X |  |  |  |
| 2.6.6 | Perform deployment and support activities with parties as directed by the State Project Manager. | X |  |  |  |
| 2.6.7 | Provide **System and User Documentation**, including functional, technical and architectural specifications, operational documentation (e.g. batch schedule, runtime procedures). | X |  |  |  |
| 2.6.8 | Provide a **Production Support Plan** to cover the Post Go-Live Support prior to Warranty, the Warranty Period, and the M&O Support period. The plan should include the proposed organizational structure, roles and responsibilities and estimated level of effort for the Offeror and the State. | X |  |  |  |
| 2.6.9 | Assist with a Decommissioning and Archiving Plan for legacy data and systems. | X |  |  |  |
| 2.6.10 | Provide recommended operations and administration procedures related to the deployment. | X |  |  |  |
| 2.6.11 | Approve production deployment go/no-go decisions. |  | X |  |  |
| 2.6.12 | Deploy application into production. | X |  |  |  |
| 2.6.13 | Track deployment status and notification. | X |  |  |  |
| 2.6.14 | Escalate and resolve issues with Offeror post-production support team. |  | X |  |  |
| 2.6.15 | Provide 12 weeks of post go-live deployment support prior to final acceptance. | X |  |  |  |
| 2.6.16 | Provide **Successful Deployment Documented** deliverable. | X |  |  |  |
| 2.6.17 | Provide the configuration and customization documentation and readable source code and object (executable) code for the system in the configuration management system. | X |  |  |  |
| 2.6.18 | Perform **Phase Closeout** including system tuning activities, assessment of knowledge transfer tasks, transfer Project artifacts to Project repository, lessons learned document, update design documents, and transition support to the State as appropriate. | X |  |  |  |
| 2.6.19 | Develop help desk scripts (level 1 and 2 help desk). | X |  |  |  |
| 2.6.20 | Maintain help desk scripts. |  | X |  |  |
| 2.6.21 | Provide Level 1 Help Desk—simple (with coordination of user support activities including “how to” support) and user account and password administration. |  | X |  |  |
| 2.6.22 | Provide Level 2 Help Desk | X |  |  |  |
| 2.6.23 | Provide Level 3 Help Desk for the system-related incidents and problems. | X |  |  |  |
| 2.6.24 | Assist the State in the development of support organization. | X |  |  |  |
| 2.6.25 | Provide support organization to advise and assist business end-users and staff in the use of systems and State specific policies. |  | X |  |  |
| 2.6.26 | Respond to escalated trouble ticket items in accordance with established procedures. | X |  |  |  |
| 2.6.27 | Establish priority of trouble ticket items / service requests. |  | X |  |  |
| 2.6.28 | Maintain “end state” system architecture documentation. | X |  |  |  |
| 2.6.29 | Provide maintenance and repair policies and procedures. | X |  |  |  |
| 2.6.30 | Provide technical and functional support to the State IT staff and other groups as directed by the State.  | X |  |  |  |
| 2.6.31 | Provide **Organizational Change Management Effectiveness Assessment** Report. | X |  |  |  |
| 2.6.32 | Perform diagnostics on software and services. | X |  |  |  |
| 2.6.33 | Provide **Final Acceptance Documented** deliverable that includes a checklist of all Project closeout activities and validates that support has been provided for the duration of the Minimum Support Period (see below). | X |  |  |  |

### Final Acceptance

Go-Live and Support will occur for a specified period of time, as detailed in the tables below and prior to Final Acceptance. The purpose is to stabilize the system after each Phase and minimize the impact of any early system issues. The Offeror Go-Live Support team will closely monitor the newly deployed system and user activity; assign appropriate resources to resolve issues; rapidly detect and escalate issues as required; and quickly resolve and communicate resolution. Four levels of priority will be assigned to issues identified during the Go-Live Support period: Critical, High, Medium and Low (see “Appendix F, Service Level Agreement Requirements,” Priority Definitions). The Offeror is responsible for application availability and usability, including reports, interfaces and development. Prior to the end of the Go-Live Support period for each implementation Project and wave, the Offeror and the State will jointly assess the status of the implementation and review the status of outstanding issues and adherence to SLAs. The purpose of the assessment will be to provide written verification in the Final Acceptance Documented Deliverable that the EFS System operates as expected after each Project and wave implementation. Final Acceptance will be granted at the end of the Go-Live Support period and when 100% of the Critical and High issues have been resolved.

* 1. Warranty Services

Offerors shall respond “Yes” or “No” to each requirement in the table below. A “No” response without providing a comment may cause the Offer to be rejected.

1. Warranty Roles and Responsibilities

| # | Configuration and Development Support Roles and Responsibilities | Offeror | State | Offeror Response | Offeror Comment |
| --- | --- | --- | --- | --- | --- |
| 2.7.1 | Provide processes and procedures for tracking and reporting the status of all warranty services. | X |  |  |  |
| 2.7.2 | Perform system fixes for problems that the Offeror was responsible for providing. | X |  |  |  |
| 2.7.3 | Perform data fixes for errors that the Offeror was responsible for, including but not limited to improperly converted files or tables. | X |  |  |  |
| 2.7.4 | Test the system to ensure that no regression errors are introduced. | X |  |  |  |
| 2.7.5 | Approve all warranty service fixes with formal sign-off. |  | X |  |  |
| 2.7.6 | Update all documentation and related files/Deliverables associated with Warranty Services. | X |  |  |  |

Warranty Services are the activities associated with repairing defects that are discovered within the Warranty Period of twelve (12) months of a system component or enhancement being accepted by the State in the production environment. Warranty Services include the applicable life cycle support activities necessary to repair errors/defects to enable programs and enhancements to perform in accordance with the documented specifications and documented operational functionality.

The Offeror shall repair the configuration and customized code provided by Offeror during the Warranty Period, at no charge to the State provided that:

The problem encountered occurs within twelve (12) months of the acceptance of such provided component.

The root cause analysis indicates the problem is in the system not meeting requirements where the Offeror has responsibility (e.g., a problem caused by configured or customized COTS software or hardware component not meeting requirements, a defect in the configuration or code created by the Offeror, a problem with the system not meeting SLAs).

Full correction of the system defect is to be completed by the Offeror unless otherwise approved by the State, and the corrected code shall be appropriately tested to verify that no regression errors are introduced.

The Offeror shall warrant against “version locking” due to customization of the system.

Services include updating all appropriate documentation. The Offeror shall provide monthly reports showing the amount of warranty work (i.e., number of defects and hours to correct).

It is the State’s policy to try to resolve all Warranty work controversies by mutual agreement without litigation. In appropriate circumstances, informal discussions between the State and the Offeror can aid in the resolution of differences by mutual agreement and are encouraged. If such informal discussions do not resolve the controversy, individuals who have not participated substantially in the matter in controversy may be brought in to conduct discussions if this is feasible.

1. Minimum List of Deliverables

The following Table 8 provides a listing of key proposed Deliverables that must be provided at a minimum. The Deliverables in the list below include the formal Deliverables that are required in the Payment Schedule on Tab 7, Payment Schedule – Implementation Services in “Appendix M, Cost Workbook.” However, there may be other work products that are part of the Project artifacts that are required for Project delivery but that are not formally tied to individual payments. Strategy Deliverables are considered Contract-wide Deliverables and should cover the entire State EFS Project while Plans will be delivered multiple times throughout each Project Phase. Strategy Deliverables should be reviewed and updated during the development of Plan Deliverables. Deliverables may be leveraged from one Project Phase to another by reviewing and updating, as applicable.

The Offeror shall add to the list provided below in alignment with its proposed methodology and work plan:

1. Proposed Implementation Services Deliverables

| **Name of Deliverable** | **Deliverable Group** |
| --- | --- |
| Project Schedule | Project Planning |
| Project Team Training Plan | Project Planning |
| Project Team Training | Project Planning |
| Communication Strategy | Project Planning |
| Configured Environments (sandbox and development) | Project Planning |
| Project Charter | Project Planning |
| Project Management Plan | Project Planning |
| Business Process Organizational Change Management Strategy | Project Planning |
| Initial System Design Document | Initial Analysis and Design |
| Requirements Traceability Matrix | Initial Analysis and Design |
| Technical Architecture Strategy | Initial Analysis and Design |
| EFS Implementation Strategy | Initial Analysis and Design |
| Business Process Re-engineering Plan | Initial Analysis and Design |
| Knowledge Transfer Strategy | Initial Analysis and Design |
| Business Process Organizational Change Management Plan | Initial Analysis and Design |
| System Landscape, Technical and Business Design Strategy | Initial Analysis and Design |
| Organizational Readiness Assessment | Initial Analysis and Design |
| End-User Training Strategy | Initial Analysis and Design |
| System Security Strategy | Initial Analysis and Design |
| Project Status Reports (including deliverable status reports, issues, risks, plan vs. actual status, etc.) | All Phases |
| Time & Attendance Data Collection Discovery | Initial Analysis and Design |
| Data Conversion Strategy | Final Analysis and Design |
| Final System Design Document | Final Analysis and Design |
| Knowledge Transfer Plans | Final Analysis and Design |
| Business Intelligence Plan | Final Analysis and Design |
| Communication Plan | Final Analysis and Design |
| Business Continuity Strategy | Final Analysis and Design |
| Detailed Functional and Technical Specifications, including requirements documents, use cases, and logical, data flow diagrams, architecture documents and physical data models inclusive of forms, reports, interfaces, conversions, enhancements, and workflow (FRICEW) | Configuration and Development |
| Test Plans: Integration, Parallel, User Acceptance, Regression, Stress, Security, and End-to-End | Configuration and Development |
| Test Scripts, Test Cases and Test Data | Configuration and Development |
| Data Conversion Plan | Configuration and Development |
| Data Governance Structure Plan | Configuration and Development |
| Organizational Readiness Assessment | Configuration and Development |
| System Security Plan | Configuration and Development |
| Data Loss Prevention Plan | Configuration and Development |
| PII Data Handling Plan | Configuration and Development |
| External Requests Plan | Configuration and Development |
| Data Loss Prevention Plan | Configuration and Development |
| Role to Position Mapping | Configuration and Development |
| Business Continuity Plan | Configuration and Development |
| End-User Training Plan | Testing and Training |
| Training Curriculum Document | Testing and Training |
| Documented Successful Testing Results | Testing and Training |
| Enhanced Training Materials | Testing and Training |
| Final Training Materials | Testing and Training |
| Technical, System, and User Documentation (including technical and architectural specifications, etc.) | Testing and Training |
| End-User Training | Testing and Training |
| System and User Documentation | Deployment and Go-Live Support |
| Production Support Plan | Deployment and Go-Live Support |
| Go/No-go Meeting and Go/No-go Documentation | Deployment and Go-Live Support |
| Final Detailed Deployment Plan | Deployment and Go-Live Support |
| Organizational Change Management Effectiveness Assessment | Deployment and Go-Live Support |
| Phase Closeout (to include System Tuning, Knowledge Transfer Assessment, Project Artifacts in Repository, Lessons Learned, Update Blueprint, Impact Assessment, and Transition Support to COE and Shared Services, M&O Services Staff | Deployment and Go-Live Support |
| Successful Deployment Document (Final Migrated Data)  | Deployment and Go-Live Support |
| Support Phase  | Deployment and Go-Live Support |