EXHIBIT 1

Statement of Work

Statement of Work, Service Work Order #1 (“**Service Order**”)

[Note to Contractor: The Council will create Service Order #1 by using the Service Order Form template in Exhibit B ofthe Master Agreement. Service Order #1 will attach the following Statement of Work.]

STATEMENT OF WORK



Upgrade, Implementation, Data Migration, and Maintenance & Operation Support Services for Facilities Services’ TRIRIGA Integrated Workplace Management System (IWMS)

Table of Contents

[A. Introduction 4](#_Toc77928505)

[B. Statement of Work Overview 4](#_Toc77928506)

[C. Project Initiation and Planning 5](#_Toc77928507)

[C.1. Project Managers 6](#_Toc77928508)

[C.2. Project Charter 6](#_Toc77928509)

[C.3. Project Schedule 6](#_Toc77928510)

[C.4. Project Status Reporting 7](#_Toc77928511)

[C.5. Risk Management and Mitigation Plan 7](#_Toc77928512)

[C.6. Issue Resolution 7](#_Toc77928513)

[C.7. Communication Plan 8](#_Toc77928514)

[C.8. Project Controls, Standards, and Procedures 8](#_Toc77928515)

[C.9. Release Management Plan 8](#_Toc77928516)

[C.10. Project Management Deliverables 9](#_Toc77928517)

[C.11. Project Team Training 11](#_Toc77928518)

[C.12. Organizational Change Management Strategy 11](#_Toc77928519)

[C.13. OCM Deliverables 11](#_Toc77928520)

[D. TRIRIGA Upgrade 12](#_Toc77928521)

[D.1. Current Version 13](#_Toc77928522)

[E. WebLogic to WebSphere and Oracle to DB2 Conversions migrations 13](#_Toc77928523)

[F. Data Migration 13](#_Toc77928524)

[F.1. Data Sources 13](#_Toc77928525)

[F.2. Data Migration Planning 14](#_Toc77928526)

[F.3. Data Migration Services 14](#_Toc77928527)

[F.4. Data Migration Deliverables 15](#_Toc77928528)

[G. IDMS Integration 16](#_Toc77928529)

[G.1. IDMS integration Planning 16](#_Toc77928530)

[G.2. IDMS Integration Services 17](#_Toc77928531)

[G.3. IDMS Integration Deliverables 17](#_Toc77928532)

[H. TRIRIGA Application Design 19](#_Toc77928533)

[H.1. System Design Deliverables 20](#_Toc77928534)

[I. Development/Configuration 22](#_Toc77928535)

[I.1. Development/Configuration Deliverables 22](#_Toc77928536)

[I.2. Reporting Functionality 24](#_Toc77928537)

[I.3. Reporting Deliverables 24](#_Toc77928538)

[I.4. Application Security Management 25](#_Toc77928539)

[I.5. Application Security Deliverables 26](#_Toc77928540)

[J. Testing Services 26](#_Toc77928541)

[J.1. Testing Deliverables 29](#_Toc77928542)

[K. Training Services 32](#_Toc77928543)

[K.1. Training Plan 32](#_Toc77928544)

[K.2. End User & Train the Trainer Training 32](#_Toc77928545)

[K.3. Knowledge and Skills Transfer Training 33](#_Toc77928546)

[K.4. Training Deliverables 34](#_Toc77928547)

[L. Deployment 35](#_Toc77928548)

[L.1. Release Readiness Checklist 35](#_Toc77928549)

[L.2. End-User Support Procedures 36](#_Toc77928550)

[L.3. Go Live (Cut-Over) Plan 36](#_Toc77928551)

[L.4. System Deployment Deliverables 37](#_Toc77928552)

[M. Post Implementation Support/Final Acceptance 38](#_Toc77928553)

[M.1. Production Support Deliverables 40](#_Toc77928554)

[N. Maintenance and Operational (M&O) Support Services 41](#_Toc77928555)

[N.1. M&O Support Deliverables 41](#_Toc77928556)

[O. Termination Assistance Services 41](#_Toc77928557)

# Introduction

This Statement of Work (“SOW”), effective as of [DATE], outlines the tasks, professional services, and support required from the Contractor by the Judicial Council of California (hereafter “the Council”).

The Contractor must perform work in accordance with this SOW, and when mutually executed by the Contractor and Council under the terms and conditions of the Master Agreement. Capitalized terms used but not defined herein shall have the same meaning ascribed to them in the Master Agreement.

[**NTD:** This document provides the foundation for the Council’s required SOW. Revisions to this SOW will be made based on the responses provided by the Contractor, negotiations between the parties, and revisions approved by the Council. The final version of the SOW will be incorporated into the contractual agreement (the Master Agreement) between the Council and the Contractor.]

# Statement of Work Overview

The Contractor will provide to the Council these Professional Services and ongoing support:

1. Upgrade the Council’s existing on-premises TRIRIGA 10 Integrated Workplace Management System (IWMS) to the newer version used in the IBM SaaS Cloud offering.
2. Implement Council business and technical requirements. Council requirements consist of:
	1. Existing functionality in the current TRIRIGA system that will be replicated in the new system;
	2. Existing functionality in the current TRIRIGA system that will be enhanced in the new system; and
	3. New additional functionality (not implemented in the current TRIRIGA system).
3. Perform data migration from the existing TRIRIGA system.
4. Also migrate data from nine (9) FileMaker Pro databases, one (1) eVision Access database, and one (1) VFA Facility capital forecasting database.
5. Provide development and configuration for the Council’s implementation of IBM TRIRIGA SaaS system (hereafter referred to as CAFM 2.0 or IWMS).
6. At the Council’s discretion, perform migration from Oracle’s WebLogic to IBM’s WebSphere, and from Oracle Database to IBM’s DB2 database. The Council may not execute this option and is dependent on SaaS licensing procurement timelines. Proposers shall include this scope of work in their response.
7. Post go-live, provide Professional Services for ongoing Maintenance and Operations Support activities outlined in [Exhibit: Managed Services RTM].

By **9:00 pm Pacific Time on December 4, 2022**, the Council must have all the requirements related to the existing functionality (replicated and enhanced) in the TRIRIGA SaaS system implemented, including the TRIRIGA upgrade, data migration from TRIRIGA and VFA, and at the Council’s discretion the migration from Oracle’s WebLogic to IBM’s WebSphere, and from Oracle Database to IBM’s DB2 database. The business requirements to support the VFA data also need to be implemented by that deadline.

The Council would prefer the implementation of all business and technical requirements by the deadline above. However, if project risk and/or cost can be materially reduced with a “Phase 2” release of the new additional functionality (see 2.c above), then the Contractor must provide this no later than **9:00 pm Pacific Time on June 25, 2023**. The following table summarizes what is needed in Phase 1 and what can be deferred to Phase 2 (if needed):

|  |
| --- |
| **Phase 1 (December 4, 2022 or earlier)** |
|  | TRIRIGA upgrade. |
|  | Migrate WebLogic to WebSphere and Oracle to IBM DB2. |
|  | Implement business and technical requirements for existing (replicated and enhanced) functionality. |
|  | Data migration from the current TRIRIGA system. |
|  | Data migration from VFA and implement business requirements to replace VFA. |
| **Phase 2 (if needed) (June 25, 2023 or earlier)** |
|  | Implement business and technical requirements for new functionality (except VFA, which is in Phase 1). |
|  | Data migration from nine (9) FileMaker Pro databases and the eVision Access database. |

\* Note: M&O Support for the SaaS implementation (be it Phase 1 or Phase 2 inclusive) will begin post initial go-live.

For the purposes of providing training, the Contractor must provide a training environment inclusive of all the functionality in scope for the production release by **noon Pacific Time on November 1, 2022**.

The Council requires that the cutover to the new IBM TRIRIGA SaaS Production environment result in no more than two business days of downtime to reduce disruptions to customer access to this important statewide system. Migration to the new system including data can occur over the weekends and Council Holidays. The maximum allowable downtime is six calendar days over the 2022 Thanksgiving Holiday Weekend.

Each section below includes a listing of minimum expected Deliverables applicable to that section, along with a responsibility matrix indicating the Council’s expectations as to whether the Contractor or Council has a role for each specified project activity. The responsibility matrixes in Tables 1 through 14 below identify each party’s specific roles and responsibilities, which include “Responsible,” “Support,” or “Approve” roles and responsibilities in connection with each specific activity.

The completion of each phase of the project and the overall program will require approval from the responsible Council Project Manager before the parties may move to the next phase.

The Contractor will respond yes or no to each requirement under the Responsibility Matrixes in Tables 1 through 14 below. If the response is no then the Contractor shall provide a reason for why the requirement cannot be met and shall propose an alternative approach for the Council’s written approval. Failure to provide a comment to a no response as to why the requirement cannot be met may cause the Proposal to be deemed nonresponsive.

The Contractor will perform the majority of the work at its own facility. During the Term, the Contractor may meet at Council’s Work Location for Project Kickoff, Business Process workshops, Solution Design meetings, prototype reviews, training, and project closeout. The Council will provide the meeting space or tools for all required meetings held at the Council.

# Project Initiation and Planning

The Contractor shall provide and use a project management methodology approved by the Council for this upgrade, implementation, and data migration and integration project. The Council requires the Contractor to provide a robust project management methodology and best practices, such as the Project Management Institute’s Project Management Body of Knowledge (PMBOK) or an equivalent standard.

## Project Managers

Notwithstanding anything to the contrary under the Master Agreement, the Contractor shall provide an experienced Contractor Project Manager who will be responsible for all Services and Deliverables, and who shall work to ensure on-time delivery and successful deployment of the IWMS SaaS solution to the Council. The Contractor Project Manager will function as the Council’s primary point of contact. The Contractor Project Manager will manage risk, understand stakeholder needs, provide effective communication, promote project team collaboration, manage issues, and manage Contractor resources throughout the project. The Council will have one Program Manager who oversees all aspects of the Upgrade, Implementation, Data Migration, Integration, and Maintenance and Operation Support Services for Facilities Services’ TRIRIGA IWMS SaaS solution. The Council’s Program Manager will be the primary point of contact working with the Business and Technical Migration Project Managers. The Facilities Services Project Manager will represent the Facilities Services business units and its support units for implementing the business requirements and ensuring data migration to the upgraded TRIRIGA SaaS system. The Council’s Information Technology Project Manager will represent the Information Technology units and its support units for the TRIRIGA upgrade, implementing the technical requirements and establishing ongoing development and support.

## Project Charter

The Contractor shall provide a charter that sets out the specific details of the IWMS SaaS solution implementation (the “**Implementation Project Charter**”) that includes, at a minimum, the following elements: project summary, project scope, stakeholders, project governance, roles and responsibilities, communication plan, success criteria, and measurements.

## Project Schedule

[**NTD***:* The project schedule and list of Deliverables will be added to final version of this SOW before contract execution]. The project schedule will include input and participation of the Council’s Program and Project Managers and include tasks to be performed by the Council and Contractor Personnel. The parties shall apply the following standards to the project schedule:

1. Project management activities shall be documented.
2. The schedule shall outline tasks and Deliverables.
3. The detailed schedule shall include tasks, dependencies, critical paths, and resources (both Contractor and Council staff) assigned to each task.
4. Milestones shall be identified in the work plan to gauge the project’s progress toward meeting desired target completion dates.
5. Estimated work effort, duration, and start and end dates shall be shown for each task.
6. Assumptions made in developing the schedule shall also be documented.

The Contractor shall also provide a plan that sets out each of the Contractor’s project staff as well as the necessary project staff from the Council. The staffing plan attached to this SOW (“**Staffing Plan**”) sets forth named resources for all Key Personnel dedicated to the project for the entire duration of the project. Any changes to the Contractor Key Personnel during the project must be made in accordance with Section 1.6(C) of the Master Agreement.

Throughout the project, the Contractor Project Manager shall monitor project activities, update the project plan, develop further detail as appropriate, and work closely with the responsible Council Program and Project Manager. On a monthly basis, the Contractor Project Manager shall submit project status. Any proposed changes to the agreed-to scope, schedule, and/or cost/budget must be approved by the Council’s Program Manager and respective Project Manager.

## Project Status Reporting

The Contractor shall provide weekly project status reports. Topics to be covered shall include but are not limited to the following:

1. Updates on project scope, schedule, budget, and risks/issues.
2. Review of prior action items.
3. Completed milestones and tasks.
4. Decisions, pending and previously made.
5. Planned activities for the next scheduled period.
6. Stakeholder & Communication management.

The Contractor shall also prepare monthly status reports for Executive Leadership. Topics to be covered shall include but are not limited to the following:

1. Updates on project scope, schedule, budget, and risk/issues.
2. Review of prior action items.
3. Completed milestones.
4. Decisions, pending and previously made.
5. Pending decisions; and
6. Planned activities for the next scheduled period.

## Risk Management and Mitigation Plan

The Contractor shall develop and provide the Council with a Risk Management & Mitigation Plan within two weeks of the Project Kickoff. The Risk Management plan must include a Risk Log that rates risks based on severity and probability of occurrence. The Contractor shall provide the Council weekly updates to the Risk Log over the life of the project. The Contractor must review, update, and distribute updates to the Risk Management & Mitigation Plan on a monthly basis.

## Issue Resolution

The Contractor shall use a methodology and software tool for issue identification, tracking, and resolution that shall be accessible to the Council’s Facilities Services (FS) and Information Technology (IT) Project Managers. The issue tracking process shall integrate into the configuration management and testing processes. Topics that will be included in issue management are:

1. Issue identification.
2. Issue tracking, reporting, and statuses.
3. Issue review, prioritization, and assignment.
4. Issue root cause analysis.
5. Issue escalation process.
6. Mitigation plan.

The Council and the Contractor will agree on a process for collaboratively resolving issues.

## Communication Plan

The Contractor shall document how communications will be managed throughout the project life cycle in consultation with the Council FS and IT Project Managers. The Contractor shall define the types of communications (meetings, e-mails, website, documents, etc.), the frequencies of distribution, and the intended stakeholders. The Contractor’s staff shall have excellent communication skills and conduct themselves professionally at all times.

The Contractor shall maintain active communication with the Council to ensure project success. Communications between parties shall be performed through, but are not limited to:

1. Meetings.
2. Voice and web conferencing.
3. Emails.
4. Written reports and documents.

## Project Controls, Standards, and Procedures

The Contractor shall provide project controls, standards, and procedures. The Contractor shall submit these items for review and approval by the Council’s Managers within two weeks of the Project Kickoff. These requirements include but are not limited to:

1. Managing Project Documentation – Includes templates used (e.g., test cases, change request procedures), organization of project directories, naming conventions, and version control procedures.
2. Meeting Procedures – Includes tools and techniques to ensure that meetings are efficient and productive, and that discussions, decisions, and action items are adequately documented.
3. Scope Management – Includes scope control processes to ensure that work is not performed on out-of-scope features, functions, or tasks unless the Council provides written authorization. This includes processes to provide a competent assessment of the impact of potential scope changes to assist with the Council’s decision-making processes.
4. Communications Management – Includes a project communication plan for the types, frequency, and target audience for each communication.
5. Deliverable Outlines – Includes a template that outlines and identifies the content, the acceptance criteria for the Deliverable as required by the Council, the review complexity, and the Council approvers for each Deliverable (e.g., a “**Deliverable Outline Template**”).
6. Deliverable Reviews – Includes the process and time periods whereby the Council determines the readiness of a Deliverable for formal submission, provides feedback on deficiencies, and conducts subsequent reviews.

## Release Management Plan

The Contractor shall develop and maintain a plan that describes activities, roles, responsibilities, and scheduling related to the review, coordination, scheduling, and testing of the implementation deployment.

## Project Management Deliverables

1. Project Charter
2. Project Schedule/Work Breakdown Structure (WBS)
3. Quality Management/Assurance Plan
4. Communication Plan (which includes Stakeholder Management)
5. Issues and Risk Management Plan
6. Staffing Plan
7. Project Control, Standards, and Procedures (e.g., Change Management Plan, etc.)
8. Release Management Plan

Table 1: Project Management Responsibility Matrix

|  # | Activities | Contractor | Council | Contractor Response(Yes or No) | Contractor Comments |
| --- | --- | --- | --- | --- | --- |
|  | Develop a Project Charter that defines the project summary, project scope, stakeholders, governance, communication, roles and responsibilities, and success criteria and measurements. | Responsible | Approve |  |  |
|  | Provide, update, and maintain a formal Project Management Plan. | Responsible | Approve |  |  |
|  | Develop and manage Project Schedule. | Responsible | Approve |  |  |
|  | Project Kickoff meeting. | Responsible | Support |  |  |
|  | Conduct Project Team Meetings. | Responsible | Support |  |  |
|  | Provide a repository to store, organize, track, control, and disseminate all documents produced by the Contractor and delivered to the Council. | Responsible | None |  |  |
|  | Manage Project Schedule throughout the life cycle of the project, which includes but is not limited to the following components: tasks, activities, milestones, resources, dependencies, task and activity durations, and critical path identification. | Responsible | Approve |  |  |
|  | Provide weekly project status reports that include:* Updates on project scope, schedule, budget, and risk;
* Review of prior action items;
* Completed milestones and tasks;
* Decisions, pending and previously made;
* Planned activities for the next scheduled period; and
* Stakeholder & Communication management.
 | Responsible | Approve |  |  |
|  | Provide monthly project status reports for Executives that include:* Updates on project scope, schedule, budget, and risk/issues;
* Review of prior action items;
* Completed milestones;
* Decisions, pending and previously made;
* Pending decisions; and
* Planned activities for the next scheduled period.
 | Responsible | Approve |  |  |
|  | Develop and manage Quality Management/Assurance Plan to ensure Deliverables fully meet requirements.  | Responsible | Approve |  |  |
|  | Develop and manage Risk Management Plan that shall be used, quantify the potential impact of each identified risk, present mitigation plans for each identified risk, and enact appropriate risk responses. | Responsible | Approve |  |  |
|  | Regularly analyze project risks and establish processes to prevent or manage risks. | Responsible | None |  |  |
|  | Monitor and manage project issues. | Responsible | Approve |  |  |
|  | Develop and manage Contractor Staffing Plan. | Responsible | Approve |  |  |
|  | Develop and manage Project Control, Standards, and Procedures. | Responsible | Approve |  |  |
|  | Develop and manage Release Management Plan. | Responsible | Approve |  |  |

## Project Team Training

The Contractor shall develop and maintain an onboarding process and documentation to ensure that project team members have a common baseline understanding of the project scope, roles and responsibilities, schedule, and tools and techniques. The Contractor shall be responsible for onboarding new project team members.

## Organizational Change Management Strategy

The Contractor shall lead a structured approach and provide guidance and mentoring to support a successful transition to the new IWMS SaaS solution. The Council recommends the use of a proven change management approach, for example, the Prosci ADKAR Model. The Contractor shall collaborate with the Council’s Project Team to coordinate change management activities.

The Contractor shall develop a comprehensive change management plan (“**Organizational Change Management Plan (OCM)**”) that incorporates the elements like those found in the ADKAR change management approach (Awareness, Desire, Knowledge, Ability, Repetition) and that also identifies the impacted users (e.g., Council staff, courts, service providers, delegated courts, etc.) and analyzes the impacts on those users. The OCM Plan will also analyze the impact on operational processes through all necessary process mapping. If additional process mapping/planning is required, the Contractor shall assist with that as well. The OCM Plan will outline the activities that need to be accomplished in advance of the planned go-live stage. Note that “Training Services” below complements the Change Management Plan.

The Organizational Change Management Plan will have a communication component that outlines the change management methodology, approach, activities, dependencies, and assumptions for key stakeholders to support a successful transition from the current application and environment to the future application and environment for the Council.

Per the ADKAR change management approach, the Contractor shall ensure that users are appropriately aware and knowledgeable of the IWMS.

## OCM Deliverables

1. Organizational Change Management Plan

Table 2: Organizational Change Management Responsibility Matrix

|  # | Activities | Contractor | Council | Contractor Response(Yes or No) | Contractor Comments |
| --- | --- | --- | --- | --- | --- |
|  | Develop and manage Change Management Plan that facilitates:* Analysis of Impact on Software Users;
* Analysis of Impact on Operational Processes;
* Additional Process Planning/Mapping, as needed;
* Outlining of the communications component of the Change Management Plan;
* Development of Readiness and Sustainment Materials (Documentation/User Manuals, etc.); and
* Sign-off on Change Management Plan.
 | Responsible | Approve |  |  |
|  | Provide analysis of impact on Council users. | Responsible | None |  |  |
|  | Provide analysis of impact on operational processes. | Responsible | None |  |  |
|  | Provide additional process planning/mapping, as needed. | Responsible | None |  |  |
|  | Provide outline of the communications component of the Change Management Plan. | Responsible | Support |  |  |
|  | Develop and maintain readiness and sustainment materials (documentation/user manuals, etc.) | Responsible | Approve |  |  |

# TRIRIGA Upgrade

The Contractor will upgrade the Council’s existing TRIRIGA platform and applications to the newest version of the IBM TRIRIGA SaaS. The Council upgraded to TRIRIGA version 10.2 in November 2013. The TRIRIGA Platform is expected to be at version 3.6 in the fourth quarter of calendar year 2021. The Council’s current on-premises TRIRIGA Production system is hosted by Science Applications International Corporation (SAIC). Acceptable upgrade options include:

1. Upgrading the Judicial Council’s current implementation prior to migration to the IBM SaaS environment; or
2. Migrating to the IBM SaaS environment at the Judicial Council’s current version level, and upgrading afterward; or
3. Performing the upgrade in a single step as part of the migration to the IBM SaaS environment.

The actual method selected is subject to the Contractor’s recommendation and the Judicial Council’s approval.

## Current Version



# WebLogic to WebSphere and Oracle to DB2 Conversion migrations

At the Council’s discretion, perform software migrations from:

1. Oracle’s WebLogic to IBM’s WebSphere application server.
2. Oracle database to IBM’s DB2 database.

This option is dependent on the scope of the SaaS licensing procurement. Proposers shall include this scope of work in their response.

# Data Migration

## Data Sources

The Contractor shall **migrate Council data** to the TRIRIGA SaaS environment(s) from the following sources:

1. Current TRIRIGA System data hosted at Science Applications International Corporation (See Exhibit 5: TRIRIGA Data), Phase 1.
2. VFA Facility (See Exhibit 6: VFA Facility Data), Phase 1.
3. Alert Casts & Members FileMaker Pro database (See Exhibit 7: FileMaker Pro Database: Alert Casts & Members).
4. Customer ID FileMaker Pro database (See Exhibit 8: FileMaker Pro Database: Customer ID File).
5. Fleet File Maker Pro database (See Exhibit 9: FileMaker Pro Database: Fleet File).
6. Lease Pieces of FAC Track FileMaker Pro database (See Exhibit 10: FileMaker Pro Database: Lease Pieces of FAC Track File).
7. Operation Phones FileMaker Pro database (See Exhibit 11: FileMaker Pro Database: Operation Phones File).
8. Parking FileMaker Pro database (See Exhibit 12: FileMaker Pro Database: Parking).
9. Utility Track FileMaker Pro database (See Exhibit 13: FileMaker Pro Database: Utility Track).
10. Admin Shared Costs FileMaker Pro database (See Exhibit 14: FileMaker Pro Database Admin Shared Costs File).
11. eVision Access database (See Exhibit 15: Access Database eVision).

## Data Migration Planning

The Contractor shall provide a detailed data migration plan (“**Data Migration Plan**”) document that includes, at a minimum, the following:

1. All Council data to be preserved or otherwise entered into and made available in the SaaS environment.
2. Data migration method and load process (i.e., manual or automated), including the final data extraction and migration prior to the Production SaaS systems Go Live.
3. Roles and responsibilities for the data migration effort.
4. Schedules and sequence of events/tasks required for the data migration effort.
5. Design, build, and tools requirements to translate/convert/cleans the data from the current system to SaaS system, e.g., the build logic for ETL (Extract, Transform, Load).
6. Strategy for handling unconverted data failures, post unit and data validation testing.
7. Data Migration Quality Assurance Plan (QAP).

## Data Migration Services

The Contractor shall provide the following **data migration services**:

1. Coordinate pre-data migration activities such as verification of legacy data to be cleansed, migrated, archived, and purged/omitted.
2. Develop technical data migration specifications in accordance with the detailed Data Migration Plan that includes coding/data conversion specifications.
3. Build any schema crosswalk tables/files required to assist the Council in developing test cases/scripts for acceptance testing.
4. Manage and execute data migration and work with the Council to validate the accuracy of results in the SaaS production environment.
5. Manage and perform data conversion and migration unit testing.
6. Develop audit reports and other means for Council Personnel to validate migrated data.
7. Manage and resolve all data migration issues, bugs, and defects.
8. Maintain a data migration log to track the progress and accuracy of all data migration efforts.
9. Manage, update, and provide all migration documentation (e.g., detailed data-mapping specification Requirements Traceability Matrix (RTM), source and target system data dictionary, contingency planning, etc.)

The Council will work with the Contractor to perform data-mapping processes to extract data from the legacy applications, databases, and spreadsheets.

The Contractor shall plan and execute at least two (2) complete and successful test runs of the end-to-end data migration process. Successful test run criteria will result with zero errors or a criterion otherwise agreed to by the Council.

## Data Migration Deliverables

1. Data migration strategy, plans, and technical design documentation.
2. Completed development of data conversion/cleansing tools required for migration efforts.
3. Successful completion of end-to-end data migration as defined by the QAP criteria.
4. Successful data migration into the production SaaS environment.
5. Systems integration strategy, plans, and technical design documentation.
6. Successful completion of end-to-end systems integration as defined by the QAP criteria.

Table 4: Data Migration Responsibility Matrix

|  # | Activities | Contractor | Council | Contractor Response(Yes or No) | Contractor Comments |
| --- | --- | --- | --- | --- | --- |
|  | Using best practices tools and techniques, create a comprehensive data migration strategy and plan for migrating data from:* The current TRIRIGA system;
* Nine (9) FileMaker Pro databases;
* One (1) eVision Access Database; and
* VFA Facility.
 | Responsible | Approve |  |  |
|  | Identify and document data elements and/or other exceptions that cannot be converted through automated tools and develop a strategy plan to resolve exceptions/errors to achieve data conversion through alternative means (e.g., manual conversion, manual entry). | Responsible | Approve |  |  |
|  | Manage data migration activities. | Responsible | Approve |  |  |
|  | Design and document data mappings. | Responsible | Approve |  |  |
|  | Provide data model document. | Responsible | Approve |  |  |
|  | Provide data extract from legacy systems and/or source files. | Support | Responsible |  |  |
|  | Provide subject matter expertise for legacy application, database, and spreadsheet data. | Support | Responsible |  |  |
|  | Develop data migration tools and scripts to import the extracted data. | Responsible | Approve |  |  |
|  | Perform data conversion/cleansing and ensure legacy data requiring migration is normalized prior to loading into the IWMS SaaS environments. | Responsible | Approve |  |  |
|  | Perform data loads into the IWMS through automated or manual processes including associated files (e.g., \*.pdf, \*.docx, \*.xlsx, image files, etc.) in the IWMS document/file attachment repository. | Responsible | Approve |  |  |
|  | Perform manual data migration with audit traceability when necessary. | Responsible | Approve |  |  |
|  | Perform data migration quality assurance testing in the IWMS to verify completeness and accuracy.  | Responsible | Approve |  |  |
|  | Present data migration results (e.g., logs that will contain date/time stamps, the record data counts, and record IDs) to the Council project team. | Responsible | Approve |  |  |
|  | Perform final data validation of the data migration. | Support | Responsible |  |  |
|  | Gain final sign-off of Data Migration Program/Projects closure. | Responsible | Approve |  |  |

# IDMS Integration

The Contractor shall integrate the TRIRIGA SaaS environments with the Judicial Branch identity management system (IDMS)/Active Directory (AD) Services.

## IDMS integration Planning

The Contractor shall provide a detailed systems integration plan (“**TRIRIGA SaaS and Judicial Branch identity management system (IDMS) Integration Plan**”) document that includes, at a minimum, the following:

1. Scope of the Council’s directory service/IDMS data to be integrated with the SaaS environment.
2. Determine integration approach, methods, and interface requirements.
3. Roles and responsibilities for the IDMS integration effort.
4. Schedules and sequence of events/tasks required for the IDMS integration effort.
5. Technical Systems Architecture and Design specification document to integrate with the current Council directory service/IDMS system with the SaaS system.
6. Build, Data transformation, and tools requirements.
7. TRIRIGA SaaS – Judicial Branch IDMS Integration Quality Assurance Plan (QAP).

## IDMS Integration Services

The Contractor shall provide the following IDMS **integration services**:

1. Manage, coordinate, collaborate and execute planning and design sessions with the Council’s Enterprise Architects and Subject Matter Experts (SME).
2. Document and develop Technical System Architecture and Design specification for IDMS integration.
3. Manage, execute, and integrate Council’s directory service/IDMS system with SaaS system.
4. Manage and perform testing of the integrated systems.
5. Develop audit reports and other means for Council Personnel to validate.
6. Manage and facilitate the Judicial Branch AD user acceptance testing.
7. Manage and resolve all integration issues, bugs, and defects.
8. Manage, update, and provide all IDMS/AD integration documentation (e.g., contingency planning, etc.).
9. Training and Knowledge Transfer to Managed Services (M&O) support and Council Personnel.

## IDMS Integration Deliverables

1. Successful systems integration of the Council’s directory service/IDMS system with SaaS systems (environments).

 Table 4: Data Migration and Integration Responsibility Matrix

|  # | Activities | Contractor | Council | Contractor Response(Yes or No) | Contractor Comments |
| --- | --- | --- | --- | --- | --- |
|  | Perform analysis and assessment and develop requirements for integrating the Judicial Branch identity management system (IDMS)/Active Directory (AD) Services with the IWMS SaaS environment, to include Single Sign-on (SSO) for Council and other judicial branch entities.  | Responsible | Approve |  |  |
|  | Develop the architecture diagrams and documentation for the IWMS integration with the Judicial Branch IDMS/AD Services to include but not limited to:* Conceptual diagrams;
* Logical component design diagrams;
* Physical diagrams;
* Authentication, Authorization, and Accounting (“AAA”) session diagrams;
* System session diagrams;
* Client session diagrams;
* Administration session diagrams; and
* Interface/integration diagrams.
 | Responsible | Approve |  |  |
|  | Provide the Technical System Architecture and Design specification document(s) for Judicial Branch IDMS/AD Services integration with the IWMS SaaS solution. | Responsible | Approve |  |  |
|  | Provide integration access from Judicial Branch IDMS/AD Services to IWMS. | Support | Responsible |  |  |
|  | Manage and implement the IWMS integration with the Judicial Branch IDMS/AD Services. | Responsible | Approve |  |  |
|  | Develop and perform the Judicial Branch IDMS/AD Services integration testing with the IWMS SaaS solution.  | Responsible | Approve |  |  |
|  | Manage the Judicial Branch IDMS/AD Services integration testing with internal/external partners to include Single Sign-on (SSO) for Council and other judicial branch entities. | Responsible | Approve |  |  |
|  | Perform the Judicial Branch IDMS/AD Services integration user acceptance testing. | Support | Responsible |  |  |
|  | Train Council Personnel in the support of the IWMS solution integration with Judicial Branch IDMS/AD Services. | Responsible | Approve |  |  |
|  | Perform training and knowledge transfer to Managed Services (M&O) support. | Responsible | Support |  |  |
|  | Gain final sign-off of Judicial Branch IDMS/AD Services integration with the IWMS SaaS solution Program/Projects closure. | Responsible | Approve |  |  |

# TRIRIGA Application Design

The Contractor shall lead System Design Sessions (e.g., Joint Application Design/Development – JAD sessions) for the CAFM 2.0 system with each of Facilities Services’ business units with the purpose of completing the design specifications that meet the Council’s Business and Technical Requirements. The Contractor may meet with all the business units collectively at the beginning of the System Design Phase. However, each business unit must be met with individually, with a representative from the CAFM IT unit, at least twice and possibly more times to ensure acceptance of the design.

The Facilities Services Business Units for business requirements are:

1. Customer Support Center
2. Real Estate
3. Facility Operations
4. Fiscal Support
5. Project Management
6. Quality Compliance & Quality Assurance
7. Risk Management
8. Security Operations
9. Sustainability
10. Planning
11. Facility Management Information Systems

The Information Technology Units for Technical Requirements are:

1. CAFM IT
2. JCIT (Judicial Council Information Technology)

During the System Design Phase, the Contractor shall propose how to blend the out-of-the-box (OOB)/commercial off-the-shelf (COTS) functionality in the newer version of TRIRIGA with configurations from the existing TRIRIGA system to meet business requirements. While some business units are expecting to replicate functionality (such as to meet contractual obligations), others are interested in blending the best of the newer version of TRIRIGA with configurations from the existing system. The Contractor will provide recommendations on the System Design. The Business Unit subject matter experts can provide input on the system design options for consideration. The expectation is that most of the time the Contractor and Facilities Services’ subject matter experts will be able to reach an agreement on the System Design. In the event of nonagreement, the Council will have the final say on design decisions.

At a minimum, the Contractor will perform the following during the System Design Phase:

1. Multiple meetings with each of Facilities Services’ business unit and subject matter experts (“**SMEs**”) and CAFM IT to understand and document business processes and detailed business requirements.
2. Provide recommendations to improve the business processes using the TRIRIGA application, including system automation.
3. Identification and documentation of changes to business process as a result of the System Design.
4. Documentation of what is delivered through out-of-the box functionality, configuration, or customization.
5. Collaborative design of TRIRIGA Forms with each business unit for each of the TRIRIGA Forms used by the business unit.
6. Collaborative design of TRIRIGA State Families with each business unit for each of the TRIRIGA Forms used by the business unit.
7. Collaborative design of TRIRIGA Security Groups with each business unit and JCIT/CAFM IT.
8. Collaborative design of TRIRIGA Portals with each business unit.
9. Collaborative design of TRIRIGA Navigation Items with each business unit.
10. Collaborative design of TRIRIGA Queries/Reports with each business unit.
11. Collaborative design of TRIRIGA Workflows needed for each business process and Form used.
12. Collaborative design of TRIRIGA Classification and List Field values with each business unit.
13. Collaborative design of BIRT Reports needed for each business unit.
14. Discovery, analysis, and design of the Integration with the Council’s identity management system.
15. Meetings with the FMIS and IT support staff to understand the technical aspects of the System Design.
16. Discovery, analysis, and design of batch data exports and transfer through the Council’s file transfer protocol (“**FTP”**) service from the system to a third-party server.
17. Identification and documentation of software gaps that result in business process changes.

## System Design Deliverables

1. System Design and development strategy plan.
2. Business process documents for the Facilities Services business requirements related to the CAFM 2.0 system.
3. System Design documents including comprehensive configurations and setup of TRIRIGA Forms, State Families, Security Groups, Portals, Navigation Items, Queries/Reports, Workflows, Classification & List Field values, and BIRT Reports.
4. Technical Design Specification should follow the Unified Modeling Language (UML) standard, defining the interfaces, functions, processes, attributes, workflows, etc., and business logic to implement the functionality.
5. Delivery of Requirements Traceability Matrix (RTM) – Requirements and traceability of each requirement delivery are documented in the matrix checklist, including test validation approvals throughout the project.
6. Physical Data Model includes model elements (such as tables, views, stored procedures, triggers, indexes, functions, and constraints) representing the physical structure of the database and model elements (such as schemas and tablespaces) representing the underlying data storage design of the database.
7. Design document(s) for the Council’s FTP service.

Table 3: System Design Responsibility Matrix

|  # | Activities | Contractor | Council | Contractor Response(Yes or No) | Contractor Comments |
| --- | --- | --- | --- | --- | --- |
|  | Provide System Design and development strategy plan. | Responsible | Approve |  |  |
|  | Provide Subject Matter Experts on business processes. | Support | Responsible |  |  |
|  | Coordinate Council participation in workshops (e.g., JAD sessions). | Support | Responsible |  |  |
|  | Review each requirement with the requesting business unit for existing functionality (including enhanced) and propose a design solution to blend the best of prior configurations with the new out-of-the-box functionality.  | Responsible | Approve |  |  |
|  | Review each requirement with the requesting business unit for new functionality and propose a design solution that leverages out-of-the-box functionality, yet includes configurations when necessary, to satisfy business needs.  | Responsible | Approve |  |  |
|  | Document the decisions from the System Design sessions for using out-of-the-box functionality and performing configuration for each of the business requirements. | Responsible | Approve |  |  |
|  | Deliver a business process document for the Facilities Services business processes related to the CAFM 2.0 system to include business process definitions with accompanying business cross-functional flowcharts/diagrams. | Responsible | Approve |  |  |
|  | System Design document including comprehensive configurations and setup of TRIRIGA Forms, State Families, Security Groups, Portals, Navigation Items, Queries/Reports, Workflows, Classification & List Field values, and BIRT Reports. | Responsible | Approve |  |  |
|  | Develop a design solution for the automated batch data export to a file (e.g., \*.xlsx) and SFTP transfer to third-party server. | Responsible | Approve |  |  |

# Development/Configuration

The Contractor shall provide professional services and lead the configuration in accordance with the System Design. At least half of the project team performing development/configuration should be “IBM Certified Application Developer – TRIRIGA Application Platform 3.2.1” or higher.

The Contractor should provide access (in accordance with current Judicial Council security access standards) to the IWMS for the Council’s IT and FS support staff during the development and configuration phase in order to allow the Council staff to gradually improve their understanding of the IWMS and how it can be best implemented for the Council.

The Contractor’s approach will be an informative implementation of the software configuration throughout the project life cycle and the Contractor shall validate the design of business processes, provide knowledge transfer, and identify organizational change impacts.

## Development/Configuration Deliverables

1. System design and development strategy document.
2. Software configuration management plan.
3. Detailed Software application technical specification document.
4. System architecture design specifications document.
5. Configured/customized application software and testing.
6. Change request document and process.

Table 5: Development/Configuration Responsibility Matrix

|  # | Activities | Contractor | Council | Contractor Response(Yes or No) | Contractor Comments |
| --- | --- | --- | --- | --- | --- |
|  | Define and develop system design and development strategy plan document. | Responsible | Approve |  |  |
|  | Develop configuration management plan (e.g., including managing design review, IT configuration management tools, etc.). | Responsible | Approve |  |  |
|  | Define and develop system application technical design specifications document. A supplemental document should include the standard naming conventions to be used for configuration management within the system (e.g., query names, business object, custom fields, etc.) that are beyond the predefined and reserved naming conventions for TRIRIGA system application (e.g., *tritable*, *trifield*, etc.). | Responsible | Approve |  |  |
|  | Define and develop system architecture design specifications document that should contain application infrastructure diagrams, logical diagrams, physical diagrams, LAN/VLAN diagrams, configuration information of application system software, presentation layer, application layer and data layer, disaster recovery, AAA interfaces (authentication, authorization and access), application system interfaces, application client interfaces, and security.  | Responsible | Approve |  |  |
|  | Configure TRIRIGA using the Builder Tools, including TRIRIGA Forms, State Families, Security Groups, Portals, Navigation Items, Queries/Reports, Workflows, and Classification & List Field values. | Responsible | Approve |  |  |
|  | Configure application for automated batch data exports and securely transfer through the Council’s SFTP service or from the IWMS SaaS system to a third-party server. | Responsible | Approve |  |  |
|  | Configure extensions if required, within the development toolset, using best practices tools and techniques that are consistent with Council architecture and development standards. | Responsible | Approve |  |  |
|  | Provide and document any performance-enhancement adjustments/configuration to the system (e.g., database tuning, Java application server, proxy servers, network, etc.).  | Responsible | Approve |  |  |
|  | Verify expected Council functionality and business rules. | Support | Responsible |  |  |
|  | Prepare and manage change requests and document impact analysis associated with proposed changes. | Responsible | Approve |  |  |
|  | Update technical requirements documents (including requirements documents, configuration, security, workflow, use cases, and business flow diagrams). | Responsible | Approve |  |  |
|  | Provide and recommend configuration and technical documentation policies, procedures, and standards in conformance with the Council’s System Development Life Cycle. | Responsible | None |  |  |

## Reporting Functionality

The Council’s existing TRIRIGA system contains Crystal Reports, TRIRIGA Reports, and BIRT Reports. The Contractor shall provide the following services to preserve and add to reporting functionality:

1. Convert 68 Crystal Reports in the existing TRIRIGA system to BIRT Reports in the new IWMS (See Exhibit 18: Council Reports Requirements).
2. Ensure that the “JCC Acquisition” and “Affected Person Print Preview BIRT.zip” BIRT reports function and return the expected data in the new IWMS.
3. Ensure that existing TRIRIGA Reports (Report, Query, Graphic, Summary, Chart, and Hierarchy) function and return the expected data in the new IWMS. Per the System Design Phase, reports may be updated upon agreement from the Council and Contractor. (See Exhibit: 1b, worksheet 3.)
4. Design, develop, test, train, deploy, and support twenty-five (25) new custom BIRT Reports. The expectation is that these new BIRT reports will support new functionality in the IWMS.
5. Train Council FS and IT support staff on how to create and maintain TRIRIGA Reports, TRIRIGA Advanced Reports, and BIRT Reports.

Exhibit 1b: Council Reports Requirement in the RFP provides a high-level list of reporting requirements. The information in Exhibit 1b of the RFP will be incorporated into the final version of this SOW before contract execution.

## Reporting Deliverables

1. 68 Crystal Reports converted to BIRT reports in the new IWMS;
2. Ensure that three named BIRT reports (“JCC Acquisition” and “Affected Person Print Preview BIRT.zip” ) continue to function in the new IWMS;
3. Ensure that existing TRIRIGA Reports continue to function in the new IWMS;
4. Design, develop, test, train, deploy, and support twenty-five (25) new custom BIRT reports; and
5. Trained Council Personnel for TRIRIGA and BIRT report development.

Table 6: Reports, Queries, and Form Reports Responsibility Matrix

|  # | Activities | Contractor | Council | Contractor Response(Yes or No) | Contractor Comments |
| --- | --- | --- | --- | --- | --- |
|  | Convert 68 Crystal Reports to BIRT reports in the new IWMS. | Responsible | Approve |  |  |
|  | Ensure that 3 existing BIRT reports continue to function in the new IWMS. | Responsible | Support |  |  |
|  | Ensure that existing TRIRIGA Reports continue to function in the new IWMS. | Responsible | Approve |  |  |
|  | Design, develop, test, train, deploy, and support twenty-five (25) new custom BIRT reports. | Responsible | Approve |  |  |
|  | Conduct testing of converted, migrated, and new reports. | Responsible | Approve |  |  |
|  | Execute user acceptance testing of converted, migrated, and new reports. | Support | Responsible |  |  |
|  | Provide training to Council Personnel to create and maintain TRIRIGA Reports, TRIRIGA Advanced Reports, and BIRT Reports. | Responsible | Approve |  |  |

## Application Security Management

The Contractor must provide application security controls to prevent unauthorized access to the IWMS and must log all database transactions in compliance with Council security policies and process. In addition, the Contractor shall ensure that the IWMS shall provide security controls that limit the availability of certain application functions, interfaces, screen displays, data records, and data elements (e.g., field-level data) in accordance with the business requirements.

The Contractor shall develop a plan for managing the security of the application (an “**Application Security Management Plan**”) that includes the following:

1. Define and configure TRIRIGA Security Groups, Navigation Items, and Portals that align with the organizational structure, including definitions of role-based privileges to support business function(s), that can be sustained and managed by the Council support team.
2. Recommend Security Configuration, Navigation Items, and Portals based on best practices.
3. Identify sensitive or important data that should have TRIRIGA data auditing enabled.
4. Enable the audit controls and develop reports such as application access and account administration.

The Contractor shall work with the Council support team to design, configure, test the application security, and establish end user roles and organizational access security templates.

The Contractor shall develop a guide based on the Application Security Management Plan (“**Security Administration Guide**”). This guide will provide the foundation for application security administration including but not limited to account setup and activation, account retirement, account privilege configurations, and troubleshooting account access issues, etc.

The Contractor shall provide Training to Council Personnel, to include the security controls capabilities and application account management.

## Application Security Deliverables

1. Application Security Management Plan
2. Security Administration Guide
3. Application security management training
4. Completed security configuration and implementation

Table 7: Application Security Configuration Responsibility Matrix

|  # | Activities | Contractor | Council | Contractor Response(Yes or No) | Contractor Comments |
| --- | --- | --- | --- | --- | --- |
|  | Develop the Application Security Management Plan for TRIRIGA Security Groups, Navigation Items, Portals, and Application Templates to promote data and system security. | Responsible | Approve |  |  |
|  | Configure and validate TRIRIGA Security Groups, Navigation Items, Portals, and Application Templates to prevent unauthorized data and system access. | Responsible | Approve |  |  |
|  | Set up all the TRIRIGA user accounts and assign Security Group(s), Portal, and Menu. | Responsible | Support |  |  |
|  | Set up all the TRIRIGA Admin user accounts and provide access for the Council’s JCIT/CAFM IT Support group to the TRIRIGA Administration Console. | Responsible | Support |  |  |
|  | Validate TRIRIGA user account setup and access privilege. | Support | Responsible |  |  |
|  | Develop the Security Administration Guide. | Responsible | Approve |  |  |
|  | Conduct application security management training. | Responsible | Approve |  |  |
|  | Transition support to M&O Support Service | Responsible | Approve |  |  |

# Testing Services

The Contractor shall be responsible for developing and providing test plans, scripts, processes, tools, and test execution services that are necessary for Testing Services including but not limited to:

1. Unit Testing – Validates that configuration values operate according to approved design specifications
2. Business Process Testing – Validates that business processes are designed and configured as expected and can be fully executed and produce the predefined and expected results for each test script.
3. Parallel Testing – Validates the configured environment by comparing individual and summary results of an existing process run in the legacy system against a process run in the IWMS using the same data inputs.
4. Performance Testing – Validates the readiness of the application to support the Council’s transaction-level and service-level agreements.
5. User Acceptance Testing – Validates the IWMS is functioning as designed (including data migration) from the end users’ perspective and confirms that the IWMS is ready to be moved into the production environment.
6. Regression Testing – Validates the operation of the IWMS after application functional improvements and identifies any IWMS functionality problems resulting from the application improvements and/or related to patch/updates.

The Contractor shall develop test scenarios, test cases, and test scripts that map testing according to the Council’s business functionality, performance, and technical requirements. Every business and technical requirement must be tested (i.e., mapped to the Requirements Traceability Matrix). The Contractor shall provide tools to facilitate the testing process, including those tools used for Performance Testing during implementation. The Contractor shall provide training on the proposed testing tools to all Council Personnel who are expected to use the proposed testing tools.

The Contractor shall deliver a series of test plans (“**Test Plan**”) that cover specific procedures and practices to be followed throughout the project. These plans shall cover all types of testing:

1. Unit Test Plan – Included as part of each development item. Acceptance criteria are defined by the Specifications. Depending on the Contractor’s testing approach, this plan may also include Unit Testing of software module configuration values.
2. Business Process Test Plan – Includes testing of the business process being implemented, including configured system components, reports, forms, batch job processing, security roles, and interfaces that apply across functional modules. Includes entrance and exit criteria for the Business Process Testing and documents the basis for Council acceptance of the Business Process Testing.
3. Parallel Test Plan – Includes testing of module components being implemented, data interfaces, and data migration from the legacy application.
4. Performance Test Plan – Documents the approach, test protocols, and test cases for conducting Performance Testing to verify the ability of the IWMS to perform for the anticipated transaction volume, number of users, and applicable service-level agreements. The Performance Test Plan will include entrance and exit criteria for the performance test and document the basis for Council acceptance of the Performance Testing.
5. User Acceptance Test (“UAT”) Plan – Documents the approach, test protocols, test cases, testing environment setup and refresh scheduling, identified users (e.g., Council business unit and external end users), and any required training necessary to complete acceptance testing. The UAT Plan will include entrance and exit criteria for the user acceptance test and document the basis for Council acceptance of the application system test. The Contractor needs to produce this deliverable for the project because on past projects Council staff have required multiple months to complete this deliverable and do not want to lengthen the project schedule.
6. Security Test Plan – Documents the approach for testing or otherwise establishing that security configuration requirements and all of the Council’s IT security policies have been met. The Contractor shall integrate security testing into each phase of testing, as appropriate for that phase of the overall testing effort.
7. Regression Testing Plan – Documents the approach for defining and running a set of test scripts intended to validate the operation of the IWMS throughout the testing process to verify system integrity after functional improvements, fixes, patches, or application updates from testing activities.

All Test Plans shall include the following:

1. Procedures for tracking, reporting, and correcting issues (e.g., defects or bugs) identified during testing and the post-implementation monitoring period (e.g., 1–6 months of stability monitoring post go-live);
2. Roles and responsibilities of participants and facilitators;
3. Examples of forms, templates, and/or tools used for testing; and
4. Approaches to address testing for failed results and provide for regression testing to ensure reported issues are resolved.

During the development process, the Contractor shall perform tests in accordance with the approved test plans. To ensure that the IWMS has been fully tested, the Contractor must provide comprehensive documentation of IWMS test results with all exceptions analyzed, and any Defects must be corrected for review and approval prior to UAT.

The requirements for release to UAT shall be zero Severity Level 1 and zero Severity Level 2 Defects. The Council and the Contractor project team shall meet and mutually agree on an acceptable level for Severity Level 3 and Severity Level 4 Defects in order to move forward for UAT. If the parties cannot mutually agree on the resolution of Severity Level 3 and Severity Level 4 Defects, then the Council will have the final decision. Defect severity levels are defined as follows:

|  |  |
| --- | --- |
| Severity Level | Description |
| Severity Level 1 | A Severity Level 1 Defect is generated if a critical component or the entire application has stopped or is so severely impacted that the System or component cannot reasonably continue to operate and there is no workaround available.A Severity Level 1 Defect is generated if data is corrupted or there are data integrity issues related to security/confidentiality that lead to noncompliance with legal requirements or regulations. |
| Severity Level 2 | A Severity Level 2 Defect is generated if a critical or non-critical component of the System is unavailable or will not work but a workaround is available.A Severity Level 2 Defect is generated if a subset of data is corrupted or there are data integrity issues related to security/confidentiality that can be addressed with a resolution or agreed workaround. |
| Severity Level 3 | A Severity Level 3 Defect is generated if a non-critical component result is not as expected but a workaround is available and there is no significant impact to an end user. |
| Severity Level 4 | A Severity Level 4 Defect is generated for defects that are considered minor or cosmetic (other than Severity Level 1, Level 2, and Level 3 Defects) and a workaround or fix is available that has no functional impact to an end user. |

The Council shall have the responsibility for conducting acceptance testing of the entire application; however, the Contractor is required to provide support during UAT. The Contractor’s assistance to support the Council shall include:

1. Create the testing environments.
2. Creating/uploading testing data.
3. Loading configuration values, migrating data, and establishing user security in accordance with the “Go‑Live” deployment plan.
4. Performing backups.
5. Restoring or refreshing databases/environments as required.
6. Tracking, resolving, and reporting issue status for issues identified during testing.
7. Answering questions from testers as they arise.

Successful completion of the UAT will be required and all issues/defects must be resolved before the software can be approved for Go-Live decision for production use.

## Testing Deliverables

1. Master Test Strategy Plan.
2. Quality Assurance Plan.
3. Test Plans for Unit, Business Process, Performance, User Acceptance (UAT), and Regression testing.
4. Testing Scenarios.
5. Entrance and exit criteria requirements.
6. Successfully completed test results.
7. Completed acceptance testing assistance.
8. Documented procedures for monitoring and capturing user response-time metrics.
9. Completed tuning resulting from Performance Testing.
10. System/Application Bug/Defect logs.

Table 8: Testing Responsibility Matrix

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Testing Type** | **Activities** | **Contractor** | **Council** | **Contractor****Response****(Yes or No)** | **Contractor****Comments** |
| Unit Testing | Develop Unit Test Plan. | Responsible | Approve |  |  |
| Conduct Unit Testing for custom development. | Responsible | None |  |  |
| Conduct Unit Testing for Data Migration and Integration components (extract processes from legacy application, database, and spreadsheets, as well as load processes to legacy and external systems). | Responsible | None |  |  |
| Business Process Testing | Develop Business Process Test Plan. | Responsible | Approve |  |  |
| Develop system test scripts for forms, reports, interfaces, data migration, enhancements, and workflows. | Responsible | Approve |  |  |
| Develop system test scripts for interfaces and data migration components. | Responsible | Approve |  |  |
| Test forms, reports, interfaces, data migration components, workaround development, and workflows. | Responsible | None |  |  |
| Test interfaces and data migration components. | Responsible | None |  |  |
| Perform issue resolution for forms, reports, interfaces, data migration components, enhancements, and workflows. | Responsible | Approve |  |  |
| Parallel Testing | Develop Parallel Test Plan. | Responsible | Approve |  |  |
| Develop and execute parallel test scripts. | Responsible | Approve |  |  |
| Perform issue resolution for forms, reports, interfaces, data migration components, enhancements, and workflows. | Responsible | Approve |  |  |
| Performance Testing | Develop Performance Test Plan. | Responsible | Approve |  |  |
| Document procedures to capture and monitor user response-time metrics. | Responsible | Support |  |  |
| Conduct Performance Testing. | Responsible | Support |  |  |
| Perform issue resolution as required to meet performance requirements. | Responsible | Approve |  |  |
| User Acceptance Testing  | Develop UAT Plan. | Responsible | Approve |  |  |
| Provide UAT training. | Responsible | Support |  |  |
| Develop UAT scripts. | Responsible | Approve |  |  |
| Execute UAT. | Support | Responsible |  |  |
| Set up the UAT environment, submit batch jobs, perform backups, restore databases, and execute data migration loads as reasonably required to support acceptance testing. | Responsible | None |  |  |
| Maintain user profiles and security configuration for UAT testers. | Responsible | Support |  |  |
| Answer all questions submitted by UAT participants. | Responsible | Support |  |  |
| Provide issue resolution for forms, reports, interfaces, data migration components, enhancements, and workflows. | Responsible | Approve |  |  |
| Security Testing | Test application security configuration as per defined security groups, templates, and role-based privilege sets. | Responsible | Approve |  |  |
| Regression Testing | Provide, prepare, and deploy automated regression testing tool.  | Responsible | Approve |  |  |
| Execute regression tests. | Responsible | None |  |  |
| Identify and remediate issues. | Responsible | Approve |  |  |
| Quality Assurance Plan (QAP) Management | Manage and track status of test activities. | Responsible | Approve |  |  |
| Establish formal response time and capacity testing strategy and plans. | Responsible | Approve |  |  |
| Create entrance and exit criteria requirements for testing. | Responsible | Approve |  |  |
| Provide bug/defect reports. | Responsible | Support |  |  |
| Conduct test results review meeting. | Responsible | Approve |  |  |
| Complete and provide test results document for each test event.  | Responsible | Approve |  |  |

# Training Services

## Training Plan

The Contractor shall deliver a training and knowledge transfer plan (the “**Training Plan**”) that addresses all training, including but not limited to the following:

1. Training to provide end users the required knowledge and skills to use the IWMS;
2. Train the Trainer training for Judicial Council staff to train Court and the Council’s service providers;
3. Knowledge transfer training for Council support Personnel so that they can independently provide production support (including TRIRIGA SaaS application and configuration support) for the new IWMS before conclusion of the post-implementation support;
4. A training curriculum document that outlines the training topics and content;
5. A training schedule for training materials and training delivery; and
6. Recommended training delivery channel(s) for each training approach.

All training materials must be reviewed and approved by the Council prior to the start of training delivery. Training materials may include but are not limited to user guides, training manuals, instructor manuals, webinars, and reference guides. The Contractor shall provide all electronic source documents and media used in the development and presentation of training across all training delivery channels. All training material and recorded media should be stored in a knowledge central repository accessible by Council support Personnel. The Contractor should plan to deliver training at the Council Work Locations. However, federal, state, and local pandemic protocols may result in training being conducted remotely over Microsoft Teams or Cisco’s Webex tools.

## End User & Train the Trainer Training

The Contractor shall develop an End User & Train the Trainer Training Plan based on a comprehensive training needs assessment conducted by the Contractor. As part of the End User & Train the Trainer Training Plan, the Contractor shall:

1. Develop materials appropriate for each training delivery channel to support training that has been customized to address specific software configuration and designs made as part of the implementation project. Materials will vary by delivery channel, but may include instructor guides, learner guides, quick reference guides, job aids, audio/video, and user exercise and engagement materials;
2. Deliver End User training to each business unit (individually):
	1. Customer Support Center
	2. Real Estate
	3. Facility Operations
	4. Fiscal Support
	5. Project Management
	6. Quality Compliance & Quality Assurance
	7. Risk Management
	8. Security Operations
	9. Sustainability
	10. Planning
	11. Facility Management Information Systems and Information Technology (JCIT/CAFM IT)
3. Deliver Train the Trainer training to Council staff responsible for training Court and Council service provider staff;
4. Work with assigned Council Personnel to incorporate policies, procedures, and specific roles into the materials;
5. Provide a stable test environment that can become a starting point for creating training materials (including screen prints showing user actions and processing outcomes, if included as part of the training approach); and
6. Provide troubleshooting assistance in the training environment for reported issues.

All end user training materials must be reviewed and approved by the Council prior to the start of the training delivery. The Contractor shall provide all electronic source documents for all training materials.

The Contractor shall implement methods to assess the effectiveness of the training and identify specific recommendations for improvement.

The Contractor shall lead and provide resources for all development of end user training materials based on the End User Training Strategy and Plan and shall be responsible for train-the-trainer sessions.

The Council will use the train-the-trainer approach whereby the Contractor will train the Council Personnel and those Personnel will train the end users. The Contractor shall provide documented evidence of successful end user training at the end of each phase of training. Evidence shall include at a minimum:

1. An evaluation of training effectiveness;
2. Actions to address any deficiencies during training; and
3. An action plan to modify future training based on the evaluation results.

## Knowledge and Skills Transfer Training

The Contractor shall deliver services to ensure that Council Personnel are prepared to operate and maintain the IWMS at Go-Live. The Council Personnel providing IWMS support are primarily in the Customer Support, Facility Management Information System, and Information Technology (JCIT/CAFM IT) units. Training content should include but is not limited to software configuration, system user-group security, TRIRIGA Advanced Reporting, BIRT Reporting, and system operation procedures (covering TRIRIGA SaaS system, application, and configuration support).

The Contractor shall deliver a knowledge and skills transfer plan that will provide Council Personnel with the knowledge to use, support, and operate the IWMS applications (“**Knowledge and Skills Transfer Plan**”). This Knowledge and Skills Transfer Training will include all third-party applications that have been outlined in the proposal response (e.g., data migration tools and reporting tools).

The Contractor shall develop, maintain, and provide support staff with systems and operational documentation, system configuration documentation, and procedural documentation, including manuals, quick-reference guides, tutorials, online help, and other techniques as appropriate. The Contractor shall keep all documentation Deliverables current throughout the project.

## Training Deliverables

1. End User Training Plan
2. End User training materials
3. End User training
4. Formal End User training sign-off by the Contractor and FS Project Manager
5. Train the Trainer Training Plan
6. Train the Trainer training materials
7. Train the Trainer training
8. Formal Train the Trainer sign-off by the Contractor and FS Project Manager
9. Knowledge and Skills Transfer Plan for the Council’s IWMS Support staff
10. Knowledge and Skills Transfer training materials
11. Knowledge and Skills Transfer training
12. Formal Knowledge and Skills Transfer sign-off by the Contractor and FS & IT Council Project Managers

Table 9: Training and Knowledge Transfer Responsibility Matrix

|  # | Activities | Contractor | Council | Contractor Response(Yes or No) | Contractor Comments |
| --- | --- | --- | --- | --- | --- |
|  | Provide the formal End User Training Plan to train End Users. Include the training curricula, materials, schedule, and delivery approach.  | Responsible | Approve |  |  |
|  | Provide the formal Train the Trainer Training Plan to train End Users. Include the training curricula, materials, schedule, and delivery approach. | Responsible | Approve |  |  |
|  | Provide the formal Knowledge and Skills Transfer Plan for training the Council’s support Personnel. Include the training requirements, curricula, milestones, schedule, and delivery approach.  | Responsible | Approve |  |  |
|  | Develop End User training materials. | Responsible | Approve |  |  |
|  | Develop Train the Trainer training materials. | Responsible | Approve |  |  |
|  | Develop Knowledge and Skills Transfer training materials. | Responsible | Approve |  |  |
|  | Provide End User training on the CAFM 2.0 system for each Council business unit (individually). | Responsible | Approve |  |  |
|  | Provide training for Council Personnel to perform train-the-trainer approach. | Responsible | Approve |  |  |
|  | Provide training for Knowledge and Skills Transfer. | Responsible | Approve |  |  |
|  | Provide process flow diagrams in the training curriculum for each end-to-end business process performed in the IWMS.  | Responsible | Approve |  |  |
|  | Develop online, self-paced training for remote users to understand how to use the functionality of the IWMS. | Responsible | Approve |  |  |
|  | Provide training materials to support end user training. | Responsible | Approve |  |  |
|  | Populate training environment with Council-specific data and initial transaction data to support training delivery and user scenarios, if needed based on training strategy. | Responsible | Approve |  |  |
|  | All training material and recorded media should be stored in a knowledge central repository accessible by Council support Personnel. | Responsible | Approve |  |  |

# Deployment

The Contractor shall provide a detailed Deployment Plan that documents all the activities for a successful migration from the test environment(s) to the production environment. This includes the organization and execution of cutover activities needed to transition operations to the IWMS. Throughout the entire deployment period, the Contractor must provide at a minimum the Services described below.

## Release Readiness Checklist

The Contractor shall maintain a release readiness checklist (“**Release Readiness Checklist**”) that tracks major milestones required to determine whether the IWMS is ready for deployment to include the Roll-Back strategy. This checklist must be reviewed by the Council starting no later than six (6) months before Go-Live as specified in the Deployment Plan to ensure the following tasks are met:

1. All testing has been successfully completed;
2. All Personnel have completed end user training;
3. All data has been cleansed, migrated, and accepted by the Council;
4. All interfaces are functioning as required;
5. All site preparation requirements have been met;
6. End User support has been established;
7. Disaster Recovery Plan & Procedures have been accepted by the Council; and
8. The System is determined to be production ready.

## End-User Support Procedures

The Contractor shall provide procedures, establish processes, train support staff, track incidents, and participate in the delivery of end-user support. The procedure shall include but are not limited to the following:

1. Development of a service desk and end-user support strategy for Council Personnel;
2. Development of procedures for providing support that includes all activities, procedures, and steps necessary for Council Personnel to provide the required functional support;
3. Provision of support for Council Personnel;
4. Provide integration to the Council ticketing system for IWMS end-user incidents, monitoring, and change management;
5. Tracking of incidents from Council Personnel; and
6. Tracking and reporting of incidents to Council Personnel from IWMS end users.

The Contractor shall establish efficient and effective procedures for providing end-user support before the beginning of production cutover and through the end of the production support period (e.g., 1–6 months of stability monitoring after implementation).

## Go-Live (Cutover) Plan

The Contractor shall deliver a detailed go-live plan (“**Go-Live Plan**”) to reflect all project activities that affect deployment of the IWMS into the production environment. This Deliverable shall document all steps required to make a successful go-live of the production environment, including specific go-live tasks, planned and actual dates for tasks completed, task responsibilities, task dependencies, estimated work effort required to complete each task, task status, results of task completion, and sign-off for each task completed. Additionally, the plan shall include:

1. Final data migration activities;
2. System preparation and changeover activities;
3. Resolution of all identified Severity Levels 1, 2, and 3 Defects;
4. Development of a rollout activities checklist;
5. Staffing requirements, by role and responsibilities, for both Contractor and Council Personnel for all deployment/rollout activities;
6. Provision of end-user support procedures that outline the processes for end users to obtain support in the post go-live environment;
7. Communications that have been developed, documented, and provided to stakeholders informing them of the deployment process and status;
8. Contingency plans in place to deal with system deployment issues that may arise (e.g., Disaster Recovery Plans);
9. Provision of a detailed back-out and recovery process that is documented and will be triggered if the release to production fails; and
10. Go-Live date and timeline.

The Contractor shall provide an overview to the project team of the Go-Live Plan to ensure common understanding of assignments, activity interdependencies, and deadlines. Additionally, this plan must serve as the guiding document for the project team’s work efforts in the weeks before Go-Live.

## System Deployment Deliverables

1. Release Readiness Checklist
2. Service desk and support strategy
3. End-User support procedures and document
4. Go-Live Plan (including detailed go-live runbook with start and stop runtimes)

Table 10: Deployment Responsibility Matrix

|  # | Activities | Contractor | Council | Contractor Response(Yes or No) | Contractor Comments |
| --- | --- | --- | --- | --- | --- |
|  | Develop and manage Go-Live Plan. | Responsible | Approve |  |  |
|  | Develop Go-Live checklist including go/no‑go decisions. | Responsible | Approve |  |  |
|  | Provide integration to the Council ticketing system for IWMS end user incidents, monitoring, and change management. | Responsible | Approve |  |  |
|  | Develop service desk procedures for Council Personnel and end users. | Responsible | Approve |  |  |
|  | Develop Disaster Recovery Plan & Procedures. | Responsible | Approve |  |  |
|  | Perform Disaster Recovery Exercise and business continuity test prior to go-live. | Responsible | Support |  |  |
|  | Validate Disaster Recovery Exercise prior to go-live. | Support | Responsible |  |  |
|  | Conduct cutover meetings and documentation of activities and decisions.  | Responsible | Approve |  |  |
|  | Coordinate implementation and support activities. | Responsible | Approve |  |  |
|  | Perform the Go-Live cutover to the production environment as per the Go-Live runbook. | Responsible | Approve |  |  |
|  | Track and monitor progress during deployment and identify, escalate, and resolve issues and risks. | Responsible | Approve |  |  |
|  | Verify production environment is operational. | Responsible | Approve |  |  |
|  | Validate user acceptance testing (UAT).  | Support | Responsible |  |  |
|  | Update all documentation Deliverables prior to Go-Live. | Responsible | Approve |  |  |

# Post-Implementation Support/Final Acceptance

The Contractor shall provide post-implementation support after Go-Live for all implemented functionality. The post-implementation support team will closely monitor the newly deployed IWMS and user activities, assign appropriate resources to resolve issues, rapidly detect and escalate issues as required, and quickly resolve and communicate resolution.

The Contractor shall provide a minimum of six (6) months (or a time period agreed upon by the Council and the Contractor), of post-implementation support following each Phase implementation, in accordance with the agreed-upon staffing levels. The purpose is to stabilize the system, minimize the impact of any early system issues, and to transition the system to the Council’s ongoing maintenance and operation (M&O) support.

Five (5) levels of priority will be assigned to issues identified during the post-implementation support period. The Contractor is responsible for the system availability and usability, including reports, interfaces, and development for the IWMS.

The Contractor and the Council will jointly assess the status of the post-implementation and the system stability, provided that final acceptance shall be determined by the Council at its sole discretion. The assessment will include reviewing the status of outstanding issues and adherence to service-level requirements. The purpose of the assessment is to provide a written verification of a successful deployment and that the System operates as expected. The IWMS will not be considered accepted until the Council confirms final acceptance in writing. The Council will grant final acceptance after six (6) months of post-implementation support and the Council has confirmed that 100% of the P1 and P2 issues have been resolved. The five (5) levels of priority include:

| **Priority** | **Description** |
| --- | --- |
| P1 | System outage—application, system connection to the user workstation down without alternative route to system.Priority 1 indicates a critical condition in which the production site (hosting services), mission critical service(s), or application is down and requires immediate attention. Examples:* Application is down; the system is inoperable.
* The production site is down and the IWMS is not accessible.
* Virus and potential effects to multiple users.
 |
| P2 | Severely degraded performance or loss of non-critical services affecting multiple end users or workaround exists for system outages.Priority 2 indicates the service is operational, but the business is impacted; a nonfunctional service or application that is important to the business; a problem that impacts twenty-five (25) or fewer people. Examples:* Specific functionality within a system is not working or is available to a limited group of users.
* There is a software problem with the workstation that is keeping end users from using their machine for a mission-critical application.
* Batch processing issues.
 |
| P3 | Slow or degraded service with a single user affected:Priority 3 indicates that there is limited functionality, a problem with connection to the service, or with an application, but that the system is still currently operational. Examples:* User does not have access to a report. If the user needs the report that day, the priority can be changed from P4 to P3.
* Single user affected, accessing a business-critical application with no workaround.
* User requests that the case be a higher priority. Since it is not a P1 or P2, the issue can be raised from a P4 to a P3.
 |
| P4 | This issue only affects a single user. Examples:* User having difficulty using the system.
* Password resets/unlocks.
* User reports an error in a third-party vendor’s application.
 |
| P5 | Administrative Requests. Monitoring of site access/application. User training. |

The Contractor shall provide project closeout summary documentation highlighting all the completed Deliverables as evidence of the conclusion of the implementation project and shall gather the required approver signatures for such project closeout summary documentation. This documentation will signify that all required Deliverables for the project have been completed and approved, with the date of approval for each Deliverable indicated. The project closeout will also include the following: system tuning activities, assessment of knowledge transfer tasks, the transfer of project artifacts to the Council’s project repository, completion of a lessons learned document, an update of the business solution, and transition support for end users.

## Production Support Deliverables

1. Weekly status report of support activities.
2. Successful Deployment Document.
3. Post-implementation support from Month 1 through Month 6:
	1. Knowledge Transfer Plan to M&O support.
	2. Transition & Training to M&O support and Council support staff from Facilities Services and Information Technology.
4. Final system acceptance of the IWMS.

Table 11: Production Support Responsibility Matrix

|  # | Activities | Contractor | Council | Contractor Response(Yes or No) | Contractor Comments |
| --- | --- | --- | --- | --- | --- |
|  | Manage service desk incidents for Council Personnel. | Responsible | Approve |  |  |
|  | Provide weekly status report of issues and resolution. | Responsible | Approve |  |  |
|  | Manage service desk incidents for end-user support. | Support | Responsible |  |  |
|  | Resolve critical system issues as requested by the Council. | Responsible | Approve |  |  |
|  | Provide Personnel to manage warranty service requests and related tracking through resolution and sign-off. | Responsible | Approve |  |  |
|  | Update all documents associated with System defects identified during post-implementation. | Responsible | Approve |  |  |
|  | Provide lessons-learned document. | Responsible | Support |  |  |
|  | Document the completion of the deployment. | Responsible | Approve |  |  |
|  | Deliver Knowledge Transfer Plan to M&O Support & Council support staff. | Responsible | Approve |  |  |
|  | Deliver Transition & Training to M&O Support & Council support staff. | Responsible | Approve |  |  |
|  | Provide project summary closeout document. | Responsible | Approve |  |  |
|  | Final system acceptance.  | Support | Responsible |  |  |

# Maintenance and Operational (M&O) Support Services

In addition to the obligations set forth in Exhibit C to the Master Agreement (Service Levels and Support), the Contractor must comply with the additional maintenance and support obligations as set out in this section. Such maintenance and support obligations will be deemed to be included as ”M&O Support Services,” as such term is defined in the Master Agreement. M&O Support Services shall include but are not limited to:

1. 24/7 application support, technical support, and Managed Services for hosted solution.
2. Assignment of a single-point-of-contact Service Delivery Manager (SDM) for M&O support and Managed Services (e.g., managing, coordinating, and communicating changes) for hosted SaaS solution.
3. Ability via configuration to make system changes necessary to support business changes.
4. Emergency support for break-fix situations via alerts and notifications.

M&O Support Services for the IWMS will begin following the Go-Live date and Deployment support phase. Activities associated with the M&O Support Services include repairing defects and providing functional enhancements to the system as well as maintenance and operations support. These services and the related roles and responsibilities are outlined in the Exhibit: (FS-2021-Exhibit-01a Managed Services Requirement).

## M&O Support Deliverables

1. General Services and Reporting
2. Server Services
3. Remote Access Services
4. Storage Services
5. Application Services
6. Database Services
7. Middleware Services
8. Continuity Services

The Contractor will respond yes or no to each requirement. If the response is no then the Contractor shall provide a reason for why the requirement cannot be met and shall propose an alternative approach for the Council’s written approval. Failure to provide a comment to a no response as to why the requirement cannot be met may cause the Proposal to be deemed nonresponsive.

# Termination Assistance Services

[**NTD:** The final version of this Section O (Termination Assistance Services) may be removed from this SOW and incorporated into Section 5.6(E) (Termination Assistance) of the Master Agreement before the Master Agreement is signed, subject to negotiations and mutual agreement between the parties.]

Termination Assistance (“**Termination Assistance**”) Services shall be performed at the end of the Master Agreement in parallel with the M&O Support Services in order to transition the support of the system to the Council or a third-party service provider as designated by the Council. The responsibility of the Contractor will include the activities associated with the Termination Assistance support and knowledge transfer to the Council. Termination Assistance Services consists of the Services described in the following table.

Table 14: Termination Assistance Responsibility Matrix

|  # | Activities | Contractor | Council | Contractor Response(Yes or No) | Contractor Comments |
| --- | --- | --- | --- | --- | --- |
|  | Provide a Termination Assistance plan. The plan must contain transition task descriptions, an organizational chart, and job descriptions for all support staff. | Responsible | Approve |  |  |
|  | Provide all files, file and data definitions and relationships, data/document definition specifications, data models, APIs, design concepts, workflow and organization, screen displays and report layouts, reference manuals, user and operating guides and manuals, design specifications, functional specifications, internal use listing or manuals relating to error corrections, fixes and workarounds, and file and system cross-reference information relating to the Deliverables, in both paper and electronic form. | Responsible | Approve |  |  |
|  | Provide all maintenance and support tools, utilities, and diagnostic and support tools utilized by Contractor in the support and maintenance of the Deliverables. | Responsible | Approve |  |  |
|  | Provide all information, documentation, tools, and other materials regarding or relating to maximizing the use of the IWMS to perform key operational functions including, without limitation, data/document backups, document uploads/downloads and security checks, and how to automate such functions to minimize manual intervention. | Responsible | Approve |  |  |
|  | Provide all information, documentation, tools, and other materials regarding or relating to methodologies that address traffic management, workflow balancing, segmentation, and capacity planning, routing, and overall Council system performance analysis. | Responsible | Approve |  |  |
|  | Provide all information, documentation, tools, and other materials regarding or relating to tools to support the integrated systems, performance analysis, and installation and maintenance of such tools. | Responsible | Approve |  |  |
|  | Provide all information, documentation, tools, and other materials regarding or relating to any and all updated, changed, or revised policies, practices, procedures, processes, and/or techniques with respect to the knowledge transferred to the Council hereunder. | Responsible | Approve |  |  |
|  | Provide any documentation, knowledge repository exports, change and incident management system data, digital files, and metadata file exports in a secure handoff to the Council upon the termination of the SaaS delivery. | Responsible | Approve |  |  |

- END-OF-STATEMENT-OF-WORK -