

Appendix B4-a
Form of
Judicial Council of California
Work Order for
Enterprise Document Management System
IT-DMS-2016-01-MDS

Work Order #:
Change Request #:
Revision #:

Submitted by:

Phone:

Date:



JUDICIAL COUNCIL
OF CALIFORNIA

Work Order Scope:

WORK ORDER #: _____
Change Request #: _____
Revision #: _____

Background & Judicial Council Request/Goal:

Proposed Solution:

Scope of Work:

TERMS AND KEY ASSUMPTIONS:

Effective Date and Period of Performance: The Effective Date of this Work Order will be the date this Work Order is fully executed. The term of this Work Order shall expire at _____

Assumptions:

Work Order Acceptance: Work Order Acceptance will be evidenced by the occurrence of the following Milestones:
Milestone 1: _____

The Judicial Council will be invoiced as follows upon the occurrence of each Work Order Acceptance Milestone:

Invoicing Terms: Milestone 1: _____

Additional Terms: _____

Authorization: _____

Proposal Expiration Date: _____

Work Order/Change Order Authorization:

Acceptance Section:
Final Acceptance

FINAL ACCEPTANCE OF ALL WORK ORDER SERVICES BY JUDICIAL COUNCIL:
Signature of Legally Authorized Judicial Council Representative:
Name: _____ Date: _____

**Total Cost
Summary**

| Total Cost Summary - | | | | | | | | |
|---|----------------------|------------|------------|------------|---------------|------------|---------------------|-------------|
| Description | Total One-time Costs | Year 1 M&O | Year 2 M&O | Year 3 M&O | Year 4 M&O | Year 5 M&O | Total Ongoing Costs | Total Costs |
| Implementation Project | \$0 | | | | | | | \$0 |
| Maintenance and Operations Support | | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Software | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Hosting Services | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| Total Costs | | | | Discount | Per Unit Cost | Total Cost | \$0 | \$0 |
| Total Evaluated Costs including One-time Costs and Five (5) Years of Ongoing Costs | | | | | | | | \$0 |

ATTACHMENT NO. 1
PROJECT DEFINITION
For Work Order #

IT-DMS-2016-01-MDS
Enterprise Document
Management System

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1.0 BACKGROUND AND JUDICIAL COUNCIL REQUEST/GOAL

2.0 INTRODUCTION AND INSTRUCTIONS

The following sections are descriptions of goods/services to be provided and are defined herein.
An overview of the projects including:

2.1 Overview

2.2 Instructions

3.0 PROJECT DELIVERABLES

All deliverables–based, phased approach to the Document Management System Program Solution.

Project Deliverables

All individual Project Deliverables, as well as supporting information (e.g. frequency, review period). The deliverables identified in **Error! Reference source not found.** shall be the same deliverable items identified by the Judicial Council in RFP Appendix B-02, Implementation and Support Requirements, as well as additional deliverables proposed.

Project Concept

The following table provides a listing of key proposed deliverables that must be provided at a minimum. The Deliverables in the list below include the formal Deliverables that are required in Appendix A and D, Cost Workbook. Strategy deliverables are considered one-time deliverables and should cover the entire DMS system while Plans will be delivered multiple times throughout each project.

Table 1-1: Project Concept Deliverables and Activities Roles and Responsibilities

| Deliverable Associated With Payment | Deliverable Number | Project Concept Roles and Responsibilities | Vendor | JCC | Bidder Response | Bidder Comments |
|-------------------------------------|--------------------|---|--------|-----|-----------------|-----------------|
| | 1 | Provide a Project Manager (PM) to represent the Bidder in the management of the project, interfacing with the JCC PM in any decisions relating to the project. | L | S | | |
| | 2 | Provide a Project Manager to represent the JCC business units in this project, interfacing with the Bidder's PM, and representing the JCC in any decisions relating to the project. | S | L | | |
| | 3 | Assume and lead all day-to-day management of all Bidder personnel, including subcontractor personnel, and associated deliverables related to the required services. | L | R | | |
| | 4 | Obtain oversight and approval through coordination with the program management office and executive management. | L | S | | |
| | 5 | Interface with and support requests from the Project Manager as requested by the JCC. | S | L | | |
| | 6 | Provide a robust project management methodology and toolkit founded on industry best practices. | L | A | | |

| Deliverable Associated With Payment | Deliverable Number | Project Concept Roles and Responsibilities | Vendor | JCC | Bidder Response | Bidder Comments |
|-------------------------------------|--------------------|---|--------|-----|-----------------|-----------------|
| | 7 | Conduct project management activities throughout the lifecycle and execute the associated plans. | L | A | | |
| | 8 | Establish a formal requirements management process that shall include: <ul style="list-style-type: none"> • Assumption Definition, Tracking, and Traceability • Business and Technical Requirement Definition, Tracking, Traceability and Verification • Operational Change Process • Phase and Product Entry and Exit (Acceptance) Criteria Definition, Tracking and Signoff | L | A | | |
| | 9 | Provide a Project Charter which outlines the scope, timeline, objectives, organization structure, project approach, high-level deliverables, resources, and governance structure. | L | A | | |
| | 10 | Provide a Project Operational Change Plan that defines roles, responsibilities for establishing procedures and managing Operational Change requests. | L | A | | |
| | 11 | Provide, update, and maintain throughout the lifecycle of the project a Project Schedule which includes, but is not limited to the following components: <ul style="list-style-type: none"> • Tasks • Activities • Milestones • Resources • Dependencies • Task and activity durations • Critical path identification | L | A | | |

| Deliverable Associated With Payment | Deliverable Number | Project Concept Roles and Responsibilities | Vendor | JCC | Bidder Response | Bidder Comments |
|-------------------------------------|--------------------|--|--------|-----|-----------------|-----------------|
| Yes | 12 | <p>Project Management Plan: Provide, update, and maintain a formal Project Management Plan (PMP) that includes the following key components:</p> <ul style="list-style-type: none"> • Project initiation activities • Critical path identification, and dependencies • Issue tracking, escalation, and resolution • Operational change request approval and tracking • Schedule/milestone tracking and resource allocation • Budget management, expenditure control, and project earned value as mutually agreed upon by the JCC and Bidder • Deliverable/product review and approval and other acceptance criteria • Bidder and subcontractor management • Project success evaluation criteria and project close-out activities • Relationships to other IT or business efforts • Status and other reporting activities | L | A | | |

| Deliverable Associated With Payment | Deliverable Number | Project Concept Roles and Responsibilities | Vendor | JCC | Bidder Response | Bidder Comments |
|-------------------------------------|--------------------|--|--------|-----|-----------------|-----------------|
| | 13 | <p>Provide a Business Solution that shall define the overall design for the implementation of the JCC DMS projects, including at a minimum:</p> <ul style="list-style-type: none"> • Business and architectural end-state design for the DMS system • Integration points between the Project to consider in the design and configuration • Accounting and organizational hierarchy elements for the integration and maintenance of the application • Reporting strategy • Document Conversion/Migration approach (optional). Format includes but not limited to hard copies, MS Office files, PDF, CAD, audio/video, and the next generation CAD etc. on the local drives or FTP sites. | L | A | | |
| Yes | 14 | <p>Risk Management Plan: Provide a 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.</p> | L | A | | |
| | 15 | <p>Implement risk mitigation measures and contingency plans as high-priority risks are identified and monitored.</p> | L | A | | |
| | 16 | <p>Provide an Issue Management and Resolution Strategy and process including identification, tracking, and resolution of issues.</p> | L | A | | |

| Deliverable Associated With Payment | Deliverable Number | Project Concept Roles and Responsibilities | Vendor | JCC | Bidder Response | Bidder Comments |
|-------------------------------------|--------------------|---|--------|-----|-----------------|-----------------|
| | 16 | Training and Knowledge Transfer Strategy and Plan: Provide formal Training and Knowledge Transfer Strategy and Plans to document training requirements and the approach the JCC support organization will use for updating training requirements, development of training curricula, and deploying training for the JCC’s support staff as required. Include specific knowledge transfer milestones with clear deliverables for each set of activities described in Section B of the Statement of Work | L | A | | |
| Yes | 17 | Master Test Strategy: Provide a Master Test Strategy that describes the approach that will be taken to fully test all components of the system including test control and approval processes, test participants, how testing will interface with the configuration management process, and test documentation expectations for the following test types: unit, functional, volume, end-to-end, document conversion/migration validation, security, integration, response time & capacity, regression, and user-acceptance. | L | A | | |
| | 18 | Provide formal Communication Strategy and Plans that shall be used to communicate with all project stakeholders throughout the life of the project including, at a minimum, the following activities: <ul style="list-style-type: none"> • Communication with internal and external stakeholders • Formal kickoffs of phases • Communication of milestones • Status reports | L | A | | |

| Deliverable Associated With Payment | Deliverable Number | Project Concept Roles and Responsibilities | Vendor | JCC | Bidder Response | Bidder Comments |
|-------------------------------------|--------------------|---|--------|-----|-----------------|-----------------|
| | 19 | Provide a Quality Management Plan that designates a Quality Management Planning Team (made up of Bidder and JCC staff) and a liaison to work with JCC staff to resolve any emerging problems or areas of concern and to ensure standards are being met. | L | A | | |
| | 20 | Provide a description of how Operational Changes resulting from problem solving or process improvement will be documented and approved. | L | A | | |
| Yes | 21 | Project Status Reports: Provide Project Status Reports and conduct regularly scheduled status meetings reviewing project progress, planned activities, major milestones and project deliverables, all critical path dependencies and bottlenecks, staffing resources, risk management, issues/issue resolution and next steps. | L | A | | |
| | 22 | Provide weekly status reviews, issues logs, and progress reports at the sub-team level (e.g. DMS functional teams, technical team, deployment team). | L | S | | |
| | 23 | Use the JCC's repository to store, organize, track, control and disseminate all information and items produced by and delivered to the project. | L | A | | |
| | 24 | Adhere to service-level requirements (SLRs) as described in Section Error! Reference source not found. , Service-Level Requirements in this document. | L | A | | |

| Deliverable Associated With Payment | Deliverable Number | Project Concept Roles and Responsibilities | Vendor | JCC | Bidder Response | Bidder Comments |
|-------------------------------------|--------------------|---|--------|-----|-----------------|-----------------|
| | 25 | Provide a toolset to support project activities such as issues management, requirements management, and change management, etc., accessible by all internal and external project team members. The data will be provided to the JCC upon completion of the project. | L | A | | |
| | 26 | Ensure alignment of the system with JCC's technical architecture, security guidelines and IT policies and procedures. | L | A | | |
| | 27 | Investigate and document the need for and provide recommendations regarding new DMS partner products and services (e.g. application software, security management, issue tracking, data copy, and training). | L | S | | |
| | 28 | Communicate project scope change process and procedures to JCC stakeholders. | S | L | | |
| | 29 | Prepare and track JCC change requests and document impact analysis associated with proposed changes. | L | A | | |
| | 30 | Approve and prioritize changes. | S | L | | |
| | 31 | Provide all training necessary to ensure that Bidder project team members are appropriately skilled and knowledgeable on all industry-standard and related best practice components utilized in establishing the DMS test environments and the supporting platform. This also includes best practices on business processes and configuration of DMS to meet JCC business requirements. | L | A | | |
| | 32 | Provide and document a Business Process and Organizational Change Management Strategy. | L | A | | |

| Deliverable Associated With Payment | Deliverable Number | Project Concept Roles and Responsibilities | Vendor | JCC | Bidder Response | Bidder Comments |
|--|---------------------------|--|---------------|------------|------------------------|------------------------|
| | 33 | Lead business process and organizational change management activities. | S | L | | |
| | 34 | Document deliverable details, formats, and acceptance criteria in Deliverable Expectation Documents (DED). | L | S | | |
| | 35 | Approve DED. | S | A | | |

Business Solution

Table 1. 2 Business Solution Deliverables and Roles and Responsibilities

| Deliverable Associated With Payment | Deliverable Number | Business Solution Roles and Responsibilities | Bidder | JCC | Bidder Response | Bidder Comments |
|-------------------------------------|--------------------|---|--------|-----|-----------------|-----------------|
| | 1 | Conduct functional and technical planning sessions. | L | S | | |
| | 2 | Document functional and technical planning sessions. | L | R | | |
| Yes | 3 | Operational and Technical Assessment: Develop and document Operational and Technical Assessment and Current Environment Analysis Results for sizing, capacity planning, and performance purposes. | L | A | | |
| | 4 | Provide a System Landscape, Technical, and Design Document which outlines the high-level system architecture to be used throughout all phases of the project, the technical and business integration with other JCC applications. | L | A | | |
| | 5 | Conduct and document value assessments of Detailed Functional and Technical Requirements (including requirements documents, security, workflow, use cases, and logical diagrams). | L | A | | |
| Yes | 6 | Business Process Fit/Gap Analysis: Generate a Business Process Fit/Gap Analysis, including affected systems recommendations and alternative design scenarios, etc. | L | A | | |
| Yes | 7 | System Security Strategy and Plans: Perform DMS system security planning and create formal System Security Strategy and Plans in accordance with the JCC security policy. | L | A | | |
| | 8 | Act as primary point of contact with the business. | S | L | | |
| | 9 | Develop a plan and schedule to conduct interviews, group workshops, and surveys to define, gather, refine, and prioritize detailed functional and technical requirements. | L | A | | |
| | 10 | Perform assessment and remediation of the current DMS architecture due to the expanded functionality | L | S | | |

| Deliverable Associated With Payment | Deliverable Number | Business Solution Roles and Responsibilities | Bidder | JCC | Bidder Response | Bidder Comments |
|-------------------------------------|--------------------|---|--------|-----|-----------------|-----------------|
| | 11 | Conduct and document interviews, group workshops, and surveys to define, gather, refine, and prioritize detailed functional and technical requirements. | L | S | | |
| | 12 | Create/provide documentation that specifies all components, system modules, document flows, interface components and associated operations procedures for the DMS test environment. | L | A | | |
| Yes | 13 | Software Configuration Management Policies and Procedures: Create documentation that specifies package configuration decisions according to the consensus business rules developed during requirements definition. | L | A | | |
| | 14 | Create documentation that specifies technical requirements to describe the DMS platform, architecture, and integration for related components. | L | A | | |
| Yes | 15 | Functional and Technical Requirements: Provide detailed functional and technical requirements including requirements documents, use cases, workflow, and logical diagrams. | L | A | | |
| | 16 | Provide Detailed Design Standards and Design Documents, including configuration settings, based on the detailed functional and technical requirements. | L | A | | |
| | 17 | Facilitate interviews, group workshops, etc to obtain and gain consensus on design. | L | S | | |
| | 18 | Identify and define statewide document exchange standards for those data exchanges not currently defined by JCC but may be required the DMS system. | L | S | | |
| | 19 | Work with JCC partners, owners of external systems, and/or third-party service providers to collect information required to develop and document a detailed interface design and approach (in the Detailed Design Standards and Design Documents) according to JCC standards. | L | S | | |
| | 20 | Define and document any changes to the system security features. | L | A | | |

| Deliverable Associated With Payment | Deliverable Number | Business Solution Roles and Responsibilities | Bidder | JCC | Bidder Response | Bidder Comments |
|-------------------------------------|--------------------|--|--------|-----|-----------------|-----------------|
| Yes | 21 | Document/create the Technical System Design Document specifying all components, modules, data stores, reports, interfaces, interface components (TIBCO), Bidder-Proposed Enterprise Technology Tools, and associated operations procedures for the system. | L | A | | |
| | 22 | Review and approve detailed design documentation. | S | L | | |
| Yes | 23 | End to End Test Plans: Create/document Unit, Integration, End-to-End, User Acceptance, Document Conversion, Regression, and Security Test Plans. | L | R | | |
| | 24 | Provide Draft and Final Business Solutions Documents for components listed in Section 5.2 of this document. | L | R | | |
| | 25 | Create test environments necessary to support the ongoing application development/configuration including any elements required for supporting the enhanced functions or features. | L | R | | |
| | 26 | Install Bidder-Proposed Enterprise Technology Tools (and any other utilities/tools if required to support the Bidder's methodology) in the test environments necessary to support the ongoing application development/configuration including any elements required for supporting any enhanced functions or features. | L | R | | |
| | 27 | Document/create standards, policies, procedures, and tools for all integration and testing activities. | L | A | | |
| | 28 | Document/create DMS data/document and information management standards, methodologies, and tools to support integration and testing activities. | L | A | | |
| Yes | 29 | Final Test Plans and Test Scripts: Provide all Test Plans and Test Scripts in alignment with the Master Test Strategy. | L | A | | |
| | 30 | Establish formal Response Time and Capacity Testing Strategy and Plans. | L | A | | |
| | 31 | Provide and recommend Configuration and Technical Documentation Policies, procedures, and standards in conformance with Software Engineering Institute (SEI) requirements where applicable. | L | A | | |

| Deliverable Associated With Payment | Deliverable Number | Business Solution Roles and Responsibilities | Bidder | JCC | Bidder Response | Bidder Comments |
|-------------------------------------|--------------------|---|--------|-----|-----------------|-----------------|
| | 32 | Establish, document, remediate, and maintain the overall Reports, Interfaces, Conversions, Enhancements and Workflows, Development Schedule. | L | S | | |
| Yes | 33 | Document Conversion Migration Strategy and Plan: Provide comprehensive Document Conversion/Migration Strategy and Plan, identification of roles and responsibilities for Bidder and JCC, and policies and procedures to ensure controls are in place. Format includes but not limited to hard copies, MS Office files, PDF, CAD, audio/video, and the next generation CAD etc. on the local drives or FTP sites. | L | A | | |
| | 34 | Define/create DMS implementation and document conversion/migration standards and methodologies. | L | S | | |
| | 35 | Provide and document a Business Process and Organizational Change Management Plan. | L | A | | |
| | 36 | Approve standards and methodologies. | S | A | | |
| | 37 | Provide training materials for initial training and knowledge transfer to the JCC support organization. | L | A | | |
| | 38 | Initial Training and Knowledge Transfer: Provide initial training and knowledge transfer to the support organization, in accordance with the Training and Knowledge Transfer Plan, to support the detailed requirements definition phase of implementation activities. | L | A | | |
| | 39 | Provide a Training Curriculum Document which outlines the training and course content including the course topics and the content to be delivered with each topic. | L | A | | |
| | 40 | Provide formal End-user Training Strategy and Plans to document training requirements and the approach the JCC will use for updating training requirements, development of training curricula, and deploying training for the end-users as required. Include training milestones with clear deliverables for each set of activities. | L | A | | |

Realization

Bidders shall respond with a “Y” or “N” to each requirement in the table below. Failure to provide a “Y” response without providing a comment as to why the requirement cannot be met and an alternative approach may cause the Proposal to be rejected.

Table 1-3 Realization Deliverables and Roles and Responsibilities

| Deliverable Associated With Payment | Deliverable Number | Realization Roles and Responsibilities | Bidder | JCC | Bidder Response | Bidder Comments |
|-------------------------------------|--------------------|--|--------|-----|-----------------|-----------------|
| | 1 | Perform all necessary technical design, development, configuration, document conversion/migration, unit testing, and scripting, of system modules as required to provide and implement the design specifications. | L | S | | |
| | 2 | Configuration of package-based parameters and codes tables to provide specific business rules, workflows, and information exchange and interpretation using the functionality of the DMS modules. | L | S | | |
| | 3 | Configure interfaces to non-DMS solutions or non-integrated DMS components using integration tools such as TIBCO at Appellate courts and JCC interfaces that are consistent with the JCC architecture and development standards. | L | S | | |
| | 4 | Configure extensions to DMS “out-of-the-box” functionality within the development toolset, using best practices tools and techniques that are consistent with JCC architecture and development standards. | L | S | | |
| | 5 | Provide and document performance-enhancement adjustments to system software and utilities. | L | A | | |
| | 6 | Manage all configuration and interface development efforts using industry-standard project management tools and methodologies adhering to the JCC standards and guidelines. | L | A | | |
| | 7 | Conduct and document code reviews to ensure customized software and interfaces comply with coding standards, to share knowledge among Bidder and JCC team members, and to reduce defects. | L | S | | |
| | 8 | Review and approve results of Bidder code reviews at the JCC’s discretion. | S | L | | |
| | 9 | Configure automated document conversion/migration uploads into the DMS using best practices tools and techniques that are consistent with JCC architecture and development standards. | L | S | | |

| Deliverable Associated With Payment | Deliverable Number | Realization Roles and Responsibilities | Bidder | JCC | Bidder Response | Bidder Comments |
|-------------------------------------|--------------------|--|--------|-----|-----------------|-----------------|
| | 10 | Configure automated document conversion/migration extracts from legacy/existing data files, using best practices tools and techniques that are consistent with JCC architecture and development standards. | S | L | | |
| | 11 | Coordinating and executing manual document uploads if required. | L | S | | |
| Yes | 12 | Test Cases and Test Data: Create Test Cases and Test Data that are fully documented and repeatable without consulting assistance. | L | S | | |
| | 13 | Create test environment and documents where required by project, including demonstration of requirements traceability to verify the requirements as specified in the requirements document have been satisfied. | L | S | | |
| | 14 | Conduct all appropriate testing (e.g. unit testing, end-to-end testing, response time and capacity testing, regression testing, parallel testing). | L | S | | |
| Yes | 15 | Test Results Documentation: Provide and document test results, Documented Successful Testing Results. | L | A | | |
| | 16 | Validate the system for compliance with the System Security Strategy and Plans. | L | A | | |
| | 17 | Manage the JCC functional, integration, parallel, and regression test environments and associated test data including creation and maintenance during the testing period. | L | R | | |
| | 18 | Review testing results for compliance with policies, procedures, plans, and test criteria and metrics (e.g. defect rates, progress against schedule). | S | L | | |
| | 19 | Coordinate user acceptance testing (e.g. gain user involvement, establish and define acceptance criteria, setting high-level test objectives, establish high-level test scenarios, establish end-to-end test scenarios). | S | L | | |

| Deliverable Associated With Payment | Deliverable Number | Realization Roles and Responsibilities | Bidder | JCC | Bidder Response | Bidder Comments |
|-------------------------------------|--------------------|--|--------|-----|-----------------|-----------------|
| Yes | 20 | User Acceptance Test: Facilitate and support user acceptance test as prescribed by the JCC, including: establishing adequate test environment based on user acceptance criteria; preparing data to support test scenarios within modified system as well as managing the relationship with all interfaced systems necessary to conduct test; troubleshooting; supporting users to progress through scenarios; simulating interfaces or working with integrated systems to conduct end-to-end tests; supporting document batch/load processing; exercising functionality; and reporting results. | L | S | | |
| | 21 | Conduct user acceptance test. | S | L | | |
| | 22 | The Bidder shall recommend, and upon approval, support the JCC in implementing a shared access to a Defect Tracking System (provided by the Bidder) for purposes of allowing the JCC to initiate, track, and report JCC found defects (i.e., user acceptance testing). | L | A | | |
| | 23 | Notify Bidder in the event the JCC notices a discrepancy between the JCC's requirements and the requirements document or other Bidder deliverables. | S | L | | |
| | 24 | Correct defects found as a result of testing efforts. | L | A | | |
| | 25 | Review and approve configuration management policies and procedures. | S | L | | |
| | 26 | Perform configuration management activities throughout the life cycle. | L | A | | |
| | 27 | Provide training materials to support end-user training. | L | A | | |
| | 28 | Perform Organizational Readiness Assessment to identify opportunities and resistance to changes. | L | A | | |
| | 29 | Create and maintain the JCC training data as required by the JCC. | L | S | | |
| | 30 | Provide Training and Knowledge Transfer Effectiveness Reports for the JCC support organization. | L | A | | |
| | 31 | Provide and apply appropriate business process and organizational change management tools and activities while ensuring processes are in place for communication. | L | S | | |

Final Preparation

Table 1-4 Final Concept Deliverables and Roles and Responsibilities

| Deliverable With Associated Payment | Deliverable Number | Final Concept Activities | Bidder | JCC | Bidder Response | Bidder Comments |
|-------------------------------------|--------------------|---|--------|-----|-----------------|-----------------|
| Yes | 1 | Deployment Plans: Provide Initial and Final Deployment Plans (turn-over-to-production plan). | L | A | | |
| | 2 | Coordinate deployment and support activities with applicable JCC sites. | S | L | | |
| | 3 | Perform deployment and support activities with applicable JCC sites. | L | S | | |
| | 4 | Conduct pre-installation business surveys to assess site readiness against a set of best practices checklist criteria. | L | S | | |
| | 5 | Conduct pre-installation technical surveys to assess site readiness against a set of best practices checklist criteria. | S | L | | |
| | 6 | Develop Site-specific Transition Plans that encompass business process, operations (business and IT), and technology support plans that need to be in place to mitigate implementation risk. Coordinate this documentation with site-specific end-user training activities. | L | A | | |
| Yes | 7 | Site Training Documentation: Deliver Site-specific training and associated System and User Documentation, including Business Process and Procedures (BPPs) and any changes to policies or procedures. Coordinate with site-specific end-user training activities. | L | S | | |
| | 8 | Provide Recommended Operations and Administration Procedures related to the deployment. | L | A | | |
| | 9 | Install and test new or enhanced non-DMS system components or peripherals. | S | L | | |
| | 10 | Provide Role to Position Mapping Document which outlines the security roles, positions, and authorizations configured in the system. | L | A | | |
| Yes | 11 | Documentation Review and Acceptance Guide: Provide a mechanism for JCC representatives to review and accept converted/migrated documents before production deployment of new or upgraded functionality. | L | A | | |

| Deliverable With Associated Payment | Deliverable Number | Final Concept Activities | Bidder | JCC | Bidder Response | Bidder Comments |
|-------------------------------------|--------------------|---|--------|-----|-----------------|-----------------|
| Yes | 12 | Deliver Documentation Conversion Migration: Perform document conversion migration from existing system(s) to the DMS system, by electronic or manual methods and perform selected integration, response time and capacity, end-to-end, and user-acceptance testing to validate that the solution is ready for production. Format includes but not limited to hard copies, MS Office files, PDF, CAD, audio/video, and the next generation CAD etc. on the local drives or FPT sites. | L | S | | |
| | 13 | Track deployment and document migration/conversion status and notification. | L | A | | |
| Yes | 14 | Deliver Training and Knowledge Transfer: Provide Training and Knowledge Transfer, in support of developing a Level 2 support team to the JCC support personnel, prior to deployment. | L | A | | |
| | 15 | Provide training materials, including dialogue scripts, for Level 2 support for the system to the JCC and other vendor personnel as applicable. | L | A | | |
| | 16 | Develop/provide Technical Documentation as well as training related to configuration management, installation, development and performance tuning for targeted JCC technical personnel. | L | A | | |
| | 17 | Develop DMS business process support documentation and associated business rules and configuration parameters for targeted JCC project team and business super users. Deliver “train the trainer” training. | L | S | | |
| | 18 | Provide initial End-user Training for the system. | L | S | | |
| Yes | 19 | Deliver End User Training Materials: Provide Draft and Final End-user Training Materials for the system. | L | A | | |
| | 20 | Provide communications materials and Site-specific Training Materials. | L | A | | |
| Yes | 21 | Organization Change Management Recommendation: Provide recommendations for ongoing business process and organizational change management activities. | L | A | | |

| Deliverable With Associated Payment | Deliverable Number | Final Concept Activities | Bidder | JCC | Bidder Response | Bidder Comments |
|-------------------------------------|--------------------|---|--------|-----|-----------------|-----------------|
| | 22 | Provide a Post Production Support Strategy which outlines the processes for end-users to obtain support in the post go-live environment. | L | A | | |
| | 23 | Implement business process and organizational change management recommendations. | S | L | | |
| | 24 | Provide formal Business Continuity Strategy and Plans that describes the approach that will be taken to adhere to SLRs and perform business disaster recovery activities. | L | S | | |
| | 25 | Provide a Business Contingency Plan that describes the approach that will be taken during go-live activities. | L | A | | |
| Yes | 26 | Batch Job Schedule: Provide Batch Schedule which sequences the execution of automated background jobs for processing with other JCC production jobs. | L | A | | |
| | 27 | Provide metrics regarding scalable and acceptable levels of performance. | L | A | | |
| | 28 | Update the training and knowledge transfer plan as required. | L | A | | |
| | 29 | Develop Level 2 and 3 help desk scripts. | L | A | | |
| Yes | 30 | Create Go/No-go Checklist. | L | A | | |
| | 31 | Approve production deployment go/no-go decisions. | L | A | | |
| | 32 | Conduct Go/No-go Meeting and develop Go/No-go Documentation. | L | A | | |

Go Live and Deployment Support

Table 1.5 Go Live and Deployment Deliverables and Support Roles and Responsibilities

| Deliverable Associated with Payment | Deliverable Number | Go Live and Deployment Support Roles and Responsibilities | Bidder | JCC | Bidder Response | Bidder Comment |
|-------------------------------------|--------------------|--|--------|-----|-----------------|----------------|
| | 1 | Provide monthly reports detailing the warranty work (i.e., number and type of defects, status of defects). | L | A | | |
| | 2 | Perform system fixes to correct system-level performance problems that the Bidder was responsible for. | L | A | | |

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|---|-----------------------|---|--------|-----|--------------------|-------------------|
| | 3 | Perform fixes to correct improperly converted files or tables that the Bidder was responsible for. | L | A | | |
| | 4 | Perform fixes to correct translation or load errors for interfaces that the Bidder was responsible for. | L | A | | |
| | 5 | Perform fixes to correct errors from application configuration or parameter table settings that are not consistent with the intended design and were the responsibility of the Bidder. | L | A | | |
| | 6 | Perform training fixes to correct interpretation and documentation errors related to user or technical training documentation or other training delivery media developed by the Bidder. | L | A | | |
| | 7 | Test the system to ensure that no regression errors are introduced. | L | A | | |
| | 8 | Approve of all Warranty Service fixes with formal sign-off. | S | L | | |
| | 9 | Provide operating system support. | S | L | | |
| | 10 | Monitoring and tuning for performance and backup. | S | L | | |
| | 11 | Provide system refresh/replacement in development and training environments. | S | L | | |
| | 12 | Conduct performance monitoring. | S | L | | |

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|------------------------------------|--------------------|---|--------|-----|-----------------|----------------|
| | 13 | Update all documentation and related files/deliverables such as: Business Solution documents. Requirements Definition documents. Design and Specification documents. Workflows, Reports, Interfaces, Conversion/Migration, and Enhancements functional and technical specifications. Package Configuration and Development documents as well as any associated system changes. Integration and Testing documents as well as test data/documents. Implementation and Migration Deployment documents. Problem Monitoring and Reporting documents. Change Control documents and associated configuration parameters and system source code. Training documents and associated training data. Knowledge Transfer documents. Operational support processes and procedures. | L | A | | |
| | 14 | Conduct and document an Organizational Change Management Effectiveness Assessment. | L | A | | |
| | 15 | Perform system administration, if required. | S | L | | |
| | 16 | Perform software configuration, if required. | L | S | | |
| | 17 | Perform software customization, if required. | L | S | | |
| | 18 | Perform report development (as requested per approved change order). | L | S | | |
| | 18 | Monitor and tune the system for performance. | S | L | | |
| | 20 | Execute and maintain the Business Contingency Plan. | S | L | | |
| | 21 | Maintain Level 2 and 3 help desk scripts. | S | L | | |
| | 22 | Conduct ongoing end-user training. | S | L | | |
| | 23 | Install new or enhanced software functions or features. | S | L | | |

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|------------------------------------|--------------------|--|--------|-----|-----------------|----------------|
| | 24 | Provide and maintain System Road Map. | S | L | | |
| | 25 | Participate in ongoing review of DMS architecture and recommend any modifications to architecture design as it may relate to the system. | L | S | | |
| | 26 | Refine, configure and maintain high-level release-specific system architectures. | L | S | | |
| | 27 | Maintain “End State” system architecture. | S | L | | |
| | 28 | Document/create Maintenance and Repair Policies and Procedures. | L | A | | |
| | 29 | Document/create a System Maintenance Plan (e.g. committed and proposed work schedules). | L | A | | |
| | 30 | Maintain all revisions to the plan (e.g. committed and proposed work schedules). | S | L | | |
| | 31 | Provide system maintenance plan for all categories of maintenance services (e.g. Minor Enhancements, Corrective Maintenance, Preventative Maintenance, Adaptive Maintenance, and Perfective Maintenance) as described above. | S | L | | |
| | 32 | Provide technical and functional support to the JCC as directed by the JCC. | L | S | | |
| | 33 | Provide business hours and off-hours Go live and Deployment support. | L | S | | |
| | 34 | Perform diagnostics on software and services. | L | S | | |
| | 35 | Recommend database management system tuning changes. | L | S | | |
| | 36 | Provide Level 1 help desk with coordination of user support activities (including “how to” support and user account and password administration). | S | L | | |
| | 37 | Provide Level 2 help desk. | L | S | | |
| | 38 | Provide Level 3 help desk. | L | S | | |
| | 39 | Respond to escalated trouble ticket items in accordance with established procedures. | L | S | | |
| | 40 | Establish priority of trouble ticket items / service requests. | S | L | | |
| | 41 | Adhere to Service-level Requirements (SLRs) in Section Error! Reference source not found. | L | A | | |

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|------------------------------------|--------------------|--|--------|-----|-----------------|----------------|
| | 42 | Provide Service-level Performance Reports against each SLR including trends for each and summary view. | L | A | | |
| | 43 | Provide and implement improvement plans for performance measures that do not meet SLRs. | L | A | | |
| Yes | 44 | Sign-off Site Data Migration: Approve and sign-off on all site-specific migrated data. | S | L | | |
| | 45 | Provide on-site implementation support. | L | S | | |
| | 46 | Conduct post-implementation acceptance tests and provide results. | L | S | | |
| | 47 | Review/approve post-implementation acceptance test results. | S | A | | |
| | 48 | Provide Maintenance Production Release Plans and schedules. | L | A | | |
| | 49 | Participate in scheduling releases (e.g. upgrades and/or ongoing configuration changes). | L | A | | |
| | 50 | Review configuration management results. | S | L | | |
| | 51 | Recommend and document process and procedures associated with change requests. | L | R | | |
| | 52 | Provide ongoing end-user training for improving “how-to-use” skills related to the system. | S | L | | |
| | 53 | Assess effectiveness of business process and organizational change management activities. | L | S | | |
| | 54 | Provide Roadmap for the Deployment of subsequent site(s). | L | A | | |
| | 55 | Document Successful Deployment | L | A | | |
| Yes | 56 | Perform Phase Closeout including system tuning activities, assessment of knowledge transfer tasks, transfer project artifacts to project repository, lessons learned document, update Business Solution, and transition support to COE and/or Shared Services organization. | L | A | | |
| | 57 | Warranty Services will be provided upon final acceptance as stipulated in the contract. | L | A | | |
| | 58 | Provide processes and procedures for tracking and reporting the status of all warranty services. | L | A | | |