

**APPENDIX B-02 – IMPLEMENTATION
AND SUPPORT REQUIREMENTS**

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1.0 Implementation Services

This section identifies the roles and responsibilities of the Bidder and the AOC in the following areas associated with SAP's AcceleratedSAP (ASAP) Implementation Methodology:

- Project Preparation
- Business Blueprint
- Realization
- Final Preparation
- Go Live and Deployment Support

In addition, this section identifies the roles and responsibilities of the Bidder and the AOC for Optional SAP Support. Each subsection below contains tables identifying the specific roles and responsibilities and a code indicating who will be responsible for Leading (L), Reviewing (R), Supporting (S), or Approving (A) work/deliverable related to the task. Additionally, a code of (C) indicates that AOC's role related to this activity will be addressed as part of its Contract Management and Monitoring role and responsibility.

The reference to the AOC in the table below is inclusive of the AOC organization, the trial courts, and any other third-party contractors supporting the Phoenix Program.

The Requirements Response Matrices must be completed indicating the status of the requirement(s) at the time of submission of the Proposal, using a single response code. Permissible response codes are listed in Table B-02-1 below:

Table B-02-1. Permissible Response Codes for Implementation Requirements

Response Code	Definition
Y – Yes	Requirement will be met.
N – No	The responsibility identified in the requirement cannot be met.

1.1 Project Preparation

Bidders shall respond “Yes” or “No” to each requirement in the table below. Failure to provide a “Yes” 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 B-02-2. Project Preparation Activities Roles and Responsibilities

Project Preparation Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
Provide a Project Manager (PM) to represent the Bidder in the management of the project, interfacing with the AOC PM in any decisions relating to the project.	L	S		
Provide a Project Manager to represent the AOC organization in this project, interfacing with the Bidder’s PM, and representing the AOC in any decisions relating to the project.	S	L		
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		
Obtain oversight and approval through coordination with the program management office and executive management.	L	S		
Interface with and support requests from a Project Oversight Consultant, as requested by the AOC.	S	L		
Provide a robust project management methodology and toolkit founded on industry best practices.	L	A		
Conduct project management activities throughout the ASAP lifecycle and execute the associated plans.	L	A		
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		

Project Preparation Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
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		
Provide a Project Charter which outlines the scope, timeline, objectives, organization structure, project approach, high-level deliverables, resources, and governance structure.	L	A		
Provide a Project Operational Change Plan that defines roles, responsibilities for establishing procedures and managing Operational Change requests.	L	A		

Project Preparation Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
<p>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 AOC 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		
<p>Provide a Global Blueprint that shall define the overall design for the implementation of all AOC Phoenix Program projects, including at a minimum:</p> <ul style="list-style-type: none"> • Business and architectural end-state design for the ACO Phoenix Program • Integration points between the Projects to consider in the design and configuration • Accounting and organizational hierarchy elements for the integration and maintenance of the application • Reporting strategy for R/3 and Business Intelligence across the various Projects 	L	A		
<p>Provide a Risk Management Plan that shall be used on an ongoing basis to identify risks, quantify the potential impact of each identified risk, present mitigation plans for each identified risk, and enact appropriate risk responses.</p>	L	A		

Project Preparation Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
Implement risk mitigation measures and contingency plans as high-priority risks are identified and monitored.	L	A		
Provide an Issue Management and Resolution Strategy and process including identification, tracking, and resolution of issues.	L	A		
Provide formal Training and Knowledge Transfer Strategy and Plans to document training requirements and the approach the AOC support organization will use for updating training requirements, development of training curricula, and deploying training for the AOC's support staff as required. Include specific knowledge transfer milestones with clear deliverables for each set of activities described in Section 1.0, Implementation.	L	A		
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, data conversion validation, security, integration, stress, regression, system, and user-acceptance.	L	A		
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		
Provide a Quality Management Plan that designates a Quality Management Planning Team (made up of Bidder and AOC staff) and a liaison to work with AOC staff to resolve any emerging problems or areas of concern and to ensure standards are being met.	L	A		
Provide a description of how Operational Changes resulting from problem solving or process improvement will be documented and approved.	L	A		

Project Preparation Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
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		
Provide weekly status reviews, issues logs, and progress reports at the sub-team level (e.g. SAP functional teams, technical team, deployment team).	L	S		
Use the AOC’s repository to store, organize, track, control and disseminate all information and items produced by and delivered to the project.	L	A		
Adhere to service-level requirements (SLRs) as described in Section 3.2, Service-Level Requirements.	L	A		
Provide a toolset to support project activities such as issues management, requirements management, change management, etc., accessible by all internal and external project team members. The data will be provided to the AOC upon completion of the project.	L	A		
Ensure alignment of the system with AOC’s technical architecture, security guidelines and ISD policies and procedures.	L	A		
Investigate and document the need for and provide recommendations regarding new SAP partner products and services (e.g. application software, security management, issue tracking, data copy, and training).	L	S		
Communicate project scope change process and procedures to AOC stakeholders.	S	L		
Prepare and track AOC change requests and document impact analysis associated with proposed changes.	L	R		
Approve and prioritize changes.	S	L		
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 SAP environments and the supporting platform. This also includes best practices on business processes and configuration of SAP to meet AOC business requirements.	L	A		
Provide and document a Business Process and Organizational Change Management Strategy.	L	A		

Project Preparation Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
Lead business process and organizational change management activities.	S	L		
Document deliverable details, formats, and acceptance criteria in deliverable expectation documents (DED).	L	S		
Approve DED.	S	A		

1.2 Business Blueprint

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 B-02-3. Business Blueprint Roles and Responsibilities

Business Blueprint Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
Conduct functional and technical planning sessions.	L	S		
Document functional and technical planning sessions.	L	R		
Develop and document Operational and Technical Assessment and Current Environment Analysis Results for sizing, capacity planning, and performance purposes.	L	A		
Provide a System Landscape, Technical, and Business Design Document which outlines the system architecture to be used throughout all phases of the project, the technical and business integration with other AOC applications.	L	A		
Conduct and document value assessments of Detailed Functional and Technical Requirements (including requirements documents, security, workflow, BW, use cases, and logical and physical data models).	L	A		
Generate a Business Process Fit/Gap Analysis, including affected systems recommendations and alternative design scenarios, etc.	L	A		
Perform SAP system security planning and create formal System Security Strategy and Plans in accordance with the AOC security policy.	L	A		

Business Blueprint Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
Act as primary point of contact with the business.	S	L		
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		
Perform assessment and remediation of the current BI architecture due to the expanded functionality	L	S		
Conduct and document interviews, group workshops, and surveys to define, gather, refine, and prioritize detailed functional and technical requirements.	L	S		
Create/provide documentation that specifies all components, program modules, data flows, interface components (TIBCO) and associated operations procedures for the Phoenix environment.	L	A		
Create documentation that specifies package configuration decisions according to the consensus business rules developed during requirements definition.	L	A		
Create and document Software Configuration Management Policies and Procedures.	L	A		
Create documentation that specifies technical requirements to describe platform, architecture, and integration for related Phoenix components.	L	A		
Provide detailed functional and technical requirements including requirements documents, use cases, and logical and physical data models.	L	A		
Provide Detailed Design Standards and Design Documents, including configuration settings, based on the detailed functional and technical requirements.	L	A		
Facilitate interviews, group workshops, etc to obtain and gain consensus on design.	L	S		
Identify and define statewide data-exchange standards for those data exchanges not currently defined by AOC but may be required the Phoenix Program.	L	S		
Work with AOC 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 AOC standards.	L	S		

Business Blueprint Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
Define and document any changes to the system security features.	L	A		
Document/create the Technical System Design Document specifying all components, modules, data stores, interfaces, interface components (TIBCO), Bidder-Proposed Enterprise Technology Tools, and associated operations procedures for the system.	L	A		
Review and approve detailed design documentation.	S	L		
Document/create logical and physical data models.	L	A		
Create/document Unit, Integration, End-to-End, User Acceptance, Data Conversion, Regression, and Security Test Plans.	L	A		
Provide all installation, configuration, and set up for the sandbox and development environments during the Upgrade and Deployment project.	L	R		
Provide all installation, configuration, and set up for the sandbox and development environments following final acceptance of the Upgrade and Deployment project.	L	R		
Provide all installation, configuration, and set up for the training, quality1, quality2, stage, and production environments.	R	L		
Perform system database set-up, transports, and administration functions in the sandbox and development environments.	L	R		
Provide Draft and Final Blueprint Documents.	L	R		
Perform system database set-up, transports, and administration functions in the training, quality1, quality2, stage, and production environments.	R	L		
Install (or upgrade) the SAP application software (and SAP infrastructure environment middleware) in the sandbox and development environments necessary to support the ongoing application development/configuration including any elements required for supporting any patches or enhanced functions or features.	L	R		
Install (or upgrade) the SAP application software (and SAP infrastructure environment middleware) in the training, quality1, quality2, stage, and production environments necessary to support the ongoing application integration and testing platform requirements, including any elements required for supporting any patches or enhanced functions or features.	R	L		

Business Blueprint Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
Install Bidder-Proposed Enterprise Technology Tools (and any other utilities/tools if required to support the Bidder's methodology) in the sandbox and development environments necessary to support the ongoing application development/configuration including any elements required for supporting any patches or enhanced functions or features.	L	R		
Install Bidder-Proposed Enterprise Technology Tools (and any other utilities/tools if required to support the Bidder's methodology) in the training, quality1, quality2, stage, and production environments necessary to support the ongoing application integration and testing platform requirements, including any elements required for supporting any patches or enhanced functions or features.	R	L		
Document/create standards, policies, procedures, and tools for all integration and testing activities.	L	A		
Document/create SAP data and information management standards, methodologies, and tools to support integration and testing activities.	L	A		
Provide all Test Plans and Test Scripts in alignment with the Master Test Strategy.	L	A		
Establish formal Stress Testing Strategy and Plans.	L	A		
Provide a Business Intelligence Strategy and Plans.	L	A		
Provide and recommend Configuration and Technical Documentation Policies, procedures, and standards in conformance with Software Engineering Institute (SEI) requirements where applicable.	L	A		
Establish, document, and maintain the overall Reports, Interfaces, Conversions, Enhancements, Forms and Workflows (RICEFW) Development Schedule.	L	S		
Remediation of all existing RICEFW were applicable	L	S		
Provide comprehensive Data Conversion Strategy and Plan, including data conversion strategy, identification of roles and responsibilities for Bidder and AOC, and policies and procedures to ensure controls are in place.	L	A		
Define/create SAP implementation and migration standards and methodologies.	L	S		

Business Blueprint Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
Provide and document a Business Process and Organizational Change Management Plan.	L	A		
Approve standards and methodologies.	S	A		
Provide training materials for initial training and knowledge transfer to the AOC support organization.	L	A		
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		
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		
Provide formal End-user Training Strategy and Plans to document training requirements and the approach the AOC 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		

1.3 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 B-02-4. Realization Roles and Responsibilities

Realization Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
Perform all necessary technical design, development, configuration, unit testing, and scripting, of system modules as required to provide and implement the design specifications.	L	S		

Realization Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
Configuration of package-based parameters and codes tables to provide specific business rules, workflow, and information exchange and interpretation using the functionality of the SAP modules.	L	S		
Coding of interfaces to non-SAP solutions or non-integrated SAP components, using TIBCO tools and techniques that are consistent with the AOC architecture and development standards.	L	S		
Coding of interfaces from SAP to other non-SAP solutions (that will update or extract non-SAP information), using TIBCO tools and techniques that is consistent with AOC architecture and development standards.	L	S		
Coding of extensions to SAP “out-of-the-box” functionality within the development toolset, using best practices tools and techniques that are consistent with AOC architecture and development standards.	L	S		
Coding of extensions to SAP “out-of-the-box” functionality outside of the development toolset, using best practices tools and techniques that are consistent with AOC architecture and development standards.	L	S		
Provide and document performance-enhancement adjustments to system software and utilities.	L	A		
Manage all configuration and interface development efforts using industry-standard project management tools and methodologies adhering to the AOC standards and guidelines.	L	A		
Conduct and document code reviews to ensure customized software and interfaces comply with coding standards, to share knowledge among Bidder and AOC team members, and to reduce defects.	L	S		
Review and approve results of Bidder code reviews at the AOC’s discretion.	S	L		
Coding of automated data conversion loads into the SAP product, using best practices tools and techniques that are consistent with AOC architecture and development standards.	L	S		
Coding of automated data conversion extracts from legacy/existing data files, using best practices tools and techniques that are consistent with AOC architecture and development standards.	S	L		
Coordinating and executing manual data loads if required.	L	S		

Realization Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
Create Test Cases and Test Data that are fully documented and repeatable without consulting assistance.	L	S		
Create test environment and data where required by project, including demonstration of requirements traceability to verify the requirements as specified in the requirements document have been satisfied.	L	S		
Conduct all appropriate testing (e.g. unit testing, end-to-end testing, stress testing, regression testing, parallel testing).	L	S		
Provide and document test results, Documented Successful Testing Results.	L	A		
Validate the system for compliance with the System Security Strategy and Plans.	L	A		
Manage the AOC functional, integration, parallel, and regression test environments and associated test data including creation and maintenance during the testing period.	L	R		
Review testing results for compliance with policies, procedures, plans, and test criteria and metrics (e.g. defect rates, progress against schedule).	S	L		
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		
Facilitate and support user acceptance test as prescribed by the AOC, including: establishing adequate test environment based on user acceptance criteria; preparing data to support test scenarios within modified system as well as managing the relationship with all interfaced systems necessary to conduct test; troubleshooting; supporting users to progress through scenarios; simulating interfaces or working with integrated systems to conduct end-to-end tests; supporting batch processing; exercising functionality; converting production data, and reporting results.	L	S		
Conduct user acceptance test.	S	L		
The Bidder shall recommend, and upon approval, support the AOC in implementing a shared access to a Defect Tracking System (provided by the Bidder) for purposes of allowing the AOC to initiate, track, and report AOC found defects (i.e., user acceptance testing).	L	A		

Realization Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
Notify Bidder in the event the AOC notices a discrepancy between the AOC’s requirements and the requirements document or other Bidder deliverables.	S	L		
Correct defects found as a result of testing efforts.	L	A		
Coordinate data cleansing activities, as delineated in data conversion plan, for data currently residing in AOC databases.	L	S		
Review and approve configuration management policies and procedures.	S	L		
Perform configuration management activities throughout the life cycle.	L	A		
Provide training materials to support end-user training.	L	A		
Perform Organizational Readiness Assessment to identify opportunities and resistance to changes.	L	A		
Create and maintain the AOC training data as required by the AOC.	L	S		
Provide Training and Knowledge Transfer Effectiveness Reports for the AOC support organization.	L	A		
Provide and apply appropriate business process and organizational change management tools and activities while ensuring processes are in place for communication.	L	S		

1.4 Final Preparation

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 B-02-5. Final Preparation Roles and Responsibilities

Final Preparation Activities	Bidder	AOC	Bidder Response	Bidder Comments
Provide Initial and Final Deployment Plans (turn-over-to-production plan).	L	A		
Coordinate deployment and support activities with applicable AOC sites.	S	L		
Perform deployment and support activities with applicable AOC sites.	L	S		

Final Preparation Activities	Bidder	AOC	Bidder Response	Bidder Comments
Conduct pre-installation business surveys to assess site readiness against a set of best practices checklist criteria.	L	S		
Conduct pre-installation technical surveys to assess site readiness against a set of best practices checklist criteria.	S	L		
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		
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		
Provide Recommended Operations and Administration Procedures related to the deployment.	L	A		
Install and test new or enhanced non-Phoenix Program components or peripherals.	S	L		
Provide Role to Position Mapping Document which outlines the security roles, positions, and authorizations configured in the system.	L	A		
Provide a mechanism for AOC representatives to review and accept converted data before production deployment of new or upgraded functionality.	L	A		
Perform data migration from existing system(s) to the new or upgraded system, by electronic or manual methods and perform selected integration, stress, end-to-end, and user-acceptance testing to validate that the solution is ready for production.	L	S		
Track deployment and data migration status and notification.	L	A		
Provide Training and Knowledge Transfer, in support of developing a Level 2 support team to the AOC support personnel, prior to deployment.	L	A		
Provide training materials, including dialogue scripts, for Level 2 support for the system to the AOC and other vendor personnel as applicable.	L	A		

Final Preparation Activities	Bidder	AOC	Bidder Response	Bidder Comments
Develop/provide Technical Documentation as well as training related to configuration management, installation, development and performance tuning for targeted AOC technical personnel.	L	A		
Develop SAP business process support documentation and associated business rules and configuration parameters for targeted AOC project team and business super users. Deliver “train the trainer” training.	L	S		
Provide initial End-user Training for the system.	L	S		
Provide Draft and Final End-user Training Materials for the system.	L	A		
Provide communications materials and Site-specific Training Materials.	L	A		
Provide recommendations for ongoing business process and organizational change management activities.	L	A		
Provide a Post Production Support Strategy which outlines the processes for end-users to obtain support in the post go-live environment.	L	A		
Implement business process and organizational change management recommendations.	S	L		
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		
Provide a Business Contingency Plan that describes the approach that will be taken during go-live activities.	L	A		
Provide Batch Schedule which sequences the execution of automated background jobs for processing with other AOC production jobs.	L	A		
Perform stress testing, including volume and load testing, and provide metrics regarding acceptable levels of performance.	L	A		
Update the training and knowledge transfer plan as required.	L	A		
Develop Level 2 and 3 help desk scripts.	L	A		
Create Go/No-go Checklist.	L	A		
Approve production deployment go/no-go decisions.	L	A		
Conduct Go/No-go Meeting and develop Go/No-go Documentation	L	A		

1.5 Go Live and Deployment Support

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 B-02-6. Go Live and Deployment Support Roles and Responsibilities

Go Live and Deployment Support Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comment
Provide monthly reports detailing the warranty work (i.e., number and type of defects, status of defects).	L	A		
Perform system fixes to correct system-level performance problems that the Bidder was responsible for.	L	A		
Perform data fixes to correct improperly converted files or tables that the Bidder was responsible for.	L	A		
Perform data fixes to correct translation or load errors for interfaces that the Bidder was responsible for.	L	A		
Perform data fixes to correct update 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		
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		
Test the system to ensure that no regression errors are introduced.	L	A		
Approve of all Warranty Service fixes with formal sign-off.	S	L		
Provide operating system support.	S	L		
Monitoring and tuning for performance and backup.	S	L		
Provide system refresh/replacement.	S	L		
Conduct database performance monitoring.	S	L		

Go Live and Deployment Support Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comment
Update all documentation and related files/deliverables such as: <ul style="list-style-type: none"> ■ Blueprint documents. ■ Requirements Definition documents. ■ Design and Specification documents. ■ Reports, Interfaces, Conversions, Enhancements, and Forms functional and technical specifications. ■ Package Configuration and Development documents as well as the associated program source code. ■ Integration and Testing documents as well as test data. ■ Implementation and Migration Deployment documents. ■ Problem Monitoring and Reporting documents. ■ Change Control documents and associated configuration parameters and program source code. ■ Training documents and associated training data. ■ Knowledge Transfer documents. ■ Operational support processes and procedures. 	L	A		
Conduct and document an Organizational Change Management Effectiveness Assessment.	L	A		
Maintain database configuration.	S	L		
Maintain physical database.	S	L		
Perform version maintenance/upgrades/patches.	S	L		
Perform system administration.	S	L		
Perform software configuration, if required.	L	S		
Perform software customization, if required.	L	S		
Perform report development (as requested per approved change order).	L	S		
Monitor and tune the system for performance.	S	L		

Go Live and Deployment Support Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comment
Execute and maintain the Business Contingency Plan.	S	L		
Maintain Level 2 and 3 help desk scripts.	S	L		
Conduct ongoing end-user training.	S	L		
Install new or enhanced software functions or features.	S	L		
Install new or enhanced hardware items, components, peripherals, or configuration and system management tools in the sandbox, development, quality1, quality2, training, stage and production environments.	S	L		
Install new or enhanced hardware items, components, peripherals, or configuration and system management tools in the production environment.	S	L		
Provide and maintain System Road Map.	S	L		
Participate in ongoing review of SAP architecture and recommend any modifications to architecture design as it may relate to the system.	L	S		
Refine, configure and maintain release-specific system architectures.	L	S		
Maintain “End State” system architecture.	S	L		
Document/create Maintenance and Repair Policies and Procedures.	L	A		
Document/create a System Maintenance Plan (e.g. committed and proposed work schedules).	L	A		
Maintain all revisions to the plan (e.g. committed and proposed work schedules).	S	L		
Execute 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		
Provide technical and functional support to the AOC as directed by the AOC.	L	S		
Provide business hours and off-hours Go live and Deployment support.	L	S		
Perform diagnostics on software and services.	L	S		

Go Live and Deployment Support Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comment
Recommend database management system tuning changes.	L	S		
Provide Level 1 help desk with coordination of user support activities (including “how to” support and user account and password administration).	S	L		
Provide Level 2 help desk.	L	S		
Provide Level 3 help desk.	L	S		
Respond to escalated trouble ticket items in accordance with established procedures.	L	S		
Establish priority of trouble ticket items / service requests.	S	L		
Adhere to Service-level Requirements (SLRs) in Section 3.2.	L	A		
Provide Service-level Performance Reports against each SLR including trends for each and summary view.	L	A		
Provide and implement improvement plans for performance measures that do not meet SLRs.	L	A		
Approve and sign-off on all site-specific migrated data.	S	L		
Provide on-site implementation support.	L	S		
Conduct post-implementation acceptance tests and provide results.	L	S		
Review/approve post-implementation acceptance test results.	S	A		
Provide Maintenance Production Release Plans and schedules.	L	A		
Participate in scheduling releases (e.g. upgrades and/or ongoing configuration changes).	L	A		
Manage documentation of changes to the underlying environment via use of library management version control and turnover management.	L	A		
Review configuration management results.	S	L		
Recommend and document process and procedures associated with change requests.	L	R		

Go Live and Deployment Support Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comment
Provide ongoing end-user training for improving “how-to-use” skills related to the system.	S	L		
Assess effectiveness of business process and organizational change management activities.	L	S		
Provide Roadmap for the Deployment of subsequent sites.	L	A		
Document Successful Deployment	L	A		
Perform Phase Closeout including system tuning activities, assessment of knowledge transfer tasks, transfer project artifacts to project repository, lessons learned document, update Business Blueprint, and transition support to COE and/or Shared Services organization.	L	A		
Warranty Services will be provided upon final acceptance as stipulated in the contract.	L	A		
Provide processes and procedures for tracking and reporting the status of all warranty services.	L	A		

1.6 Final Acceptance

Go-Live and Support will occur for a specified period of time per Project, as detailed in the tables below and prior to Final Acceptance. The purpose is to stabilize the system, minimize the impact of any early system issues and prepare to transition the system to the AOC’s ongoing Center of Excellence for support. The post implementation support team will closely monitor the newly deployed system and user activity; assign appropriate resources to resolve issues; rapidly detect and escalate issues as required; and quickly resolve and communicate resolution.

Five levels of priority will be assigned to issues identified during the post implementation support period. These levels of priority are standard for the applications at the CCTC. The Bidder is responsible for the Phoenix application availability and usability, including reports, interfaces and development for the Phoenix program.

Prior to the end of support period for each implementation Project, the Contractor and the AOC will jointly assess the status of the implementation and review the status of outstanding issues and adherence to service level requirements. The purpose of the assessment will be to provide written verification in the Successful Deployment Documented deliverable that the delivered system operates as expected after each Project implementation. Final Acceptance will be granted at the end of the support period and when 100% of the Level 1 and 2 issues have been resolved.

These levels of priority include:

Table B-02-7. Issue Priority Levels

Priority	Description
P1	<p>System outage - operating system, hardware, application, system connection to the network down without alternate route to system.</p> <p>Priority 1 indicates a critical condition where a server, mission critical service, or application is down and requires immediate attention. Examples:</p> <ul style="list-style-type: none"> ■ Application is down. ■ A production server CPU utilization >95% for 2 business hours. ■ Virus and potential effect to multiple users. ■ Emergency transports from Development to Production.
P2	<p>Severely degraded performance or loss of non-critical services affecting multiple end-users, or work around exists for system (or system connection to network) outages.</p> <p>Priority 2 indicates a server or (or system connection to network) is operational but the business is impacted. A non-functional service or application that is important to the business. A problem that impacts 25 or less people. Examples:</p> <ul style="list-style-type: none"> ■ Specific functionality within a system isn't working or 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. ■ Financial reporting issues, reports not tying to the general ledger.

Priority	Description
P3	<p>Slow or degraded service with single user affected:</p> <p>Priority 3 indicates that there is limited functionality on a server, a connection to the network service, or an application, but that the server is still currently operational. Examples:</p> <ul style="list-style-type: none"> ■ 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 work-around. ■ 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	<p>Trouble case logged with the Help Desk to report an issue or loss of functionality.</p> <p>Priority 4 is the standard defaulted priority level. All cases are opened as a Priority 4. The technician working the case based upon the above scenarios and definitions can upgrade this. This is a single user affected and not impacting or disrupting the user's daily tasks. Examples:</p> <ul style="list-style-type: none"> ■ User having difficulty using the Phoenix application. ■ Password resets/ unlocks. ■ User reports an error in a third-party vendor's application.
P5	<p>Administrative Requests. Monitoring of Systems/Application. User training.</p>

Table B-02-8. Minimum Go-Live and Deployment Support Periods for each Project Type

Project	Courts	Minimum Support Period
Upgrade Project	All Courts	12 weeks

Project	Courts	Minimum Support Period
New Functionality Configuration	One Court and Shared Services	12 weeks

Project	Courts	Minimum Support Period
New Functionality Deployment	Small, Semi-Small and Medium Courts	8 Weeks
New Functionality Deployment	Large and Extra-Large	12 weeks

Project	Courts	Minimum Support Period
Existing Functionality Deployment – HR/Payroll	Small, Semi-Small and Medium Courts	8 weeks, plus quarter end, fiscal year end and calendar year end support
	Large and Extra-Large Courts	12 weeks, plus quarter end, fiscal year end and calendar year end support
Existing Functionality Deployment – PSCD/Trust Accounting	Small, Semi-Small and Medium Courts	8 weeks, plus quarter end, fiscal year end and calendar year end support
	Large and Extra-Large Courts	12 weeks, plus quarter end, fiscal year end and calendar year end support
Existing Functionality Deployment – FI Implementation for Los Angeles	Los Angeles Court	12 weeks, plus quarter end, fiscal year end and calendar year end support

1.7 Optional SAP Support Services

Optional SAP Support Services may occur for a defined period of time per Project, as requested by the AOC. The purpose is to provide the option to AOC to obtain services from experts from SAP, Inc. (SAP Experts) through the Contractor.

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 B-02-9. Optional SAP Support Roles and Responsibilities

Optional SAP Support Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
Perform periodic (e.g. completion of design, configuration, testing) quality assurance reviews.	L	A		
Perform technical reviews.	L	A		
Provide implementation support for new application functionality.	L	A		
Provide staff augmentation for special technical and functional skill sets.	L	A		
Provide Total Quality Management support with OSS.	L	A		

2.0 Maintenance and Operations Support Services

Maintenance and Operation Support services for the system will begin following the Go Live and Deployment Support phase for a specific project or module. Activities associated with the Maintenance Services Agreement include repairing defects and providing functional enhancements to the system as well as maintenance and operations support. Maintenance and operations support services consist of the services described in the following table.

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 B-02-10. M&O Support Service Roles and Responsibilities

M&O Support Service Roles and Responsibilities	Bidder	AOC or CCTC Provider	Bidder Response	Bidder Comments
Provide operating system support.	S	L		
Monitoring and tuning for performance and backup.	S	L		
Provide system refresh/replacement.	S	L		
Conduct database performance monitoring.	S	L		
Maintain database configuration.	S	L		
Maintain physical database.	S	L		
Perform version maintenance/upgrades/patches.	S	L		
Perform system administration.	S	L		
Perform software configuration.	S	L		
Perform software customization, if required.	S	L		
Perform report development.	S	L		
Monitor and tune the system for performance.	S	L		
Execute and maintain the Business Continuity Plan.	S	L		
Develop and maintain help desk scripts.	S	L		
Conduct ongoing end-user training.	S	L		
Install new or enhanced software functions or features.	S	L		
Install new or enhanced hardware items, components, peripherals, or configuration and system management tools in the sandbox, development, quality1, quality2, training, stage and production environments.	S	L		
Provide and maintain System Road Map.	S	L		
Participate in ongoing review of Phoenix architecture and recommend any modifications to architecture design as it may relate to the system.	S	L		
Refine, configure and maintain release-specific system architectures.	S	L		
Maintain “End State” system architecture.	S	L		
Maintain the Maintenance and Repair Policies and Procedures.	S	L		

M&O Support Service Roles and Responsibilities	Bidder	AOC or CCTC Provider	Bidder Response	Bidder Comments
Maintain interfaces to non-SAP solutions or non-integrated SAP components, using TIBCO tools and techniques that are consistent with the AOC architecture and development standards.	S	L		
Maintain interfaces from SAP to other non-SAP solutions (that will update or extract non-SAP information), using TIBCO tools and techniques that are consistent with AOC architecture and development standards.	S	L		
Execute system maintenance plan for all categories of maintenance services.	L	C		
Provide technical and functional support to the AOC IS staff and other groups as directed by the AOC.	L	S		
Provide Customer Support Plan which includes 24/7 support.	L	C		
Perform diagnostics on software and services.	L	C		
Perform routine system management.	L	C		
Recommend and conduct database management system tuning changes.	L	C		
Provide Level 1 help desk with coordination of user support activities (including “how to” support and user account and password administration).	S	L		
Provide Level 2 help desk.	S	L		
Provide Level 3 help desk.	S	L		
Respond to escalated trouble ticket items in accordance with established procedures.	L	C		
Establish priority of trouble ticket items / service requests.	S	L		

2.1 Center of Excellence (COE) Role Descriptions and Staff Classifications

The table below contains the COE role descriptions which shall be used as staff classifications for staff augmentation for M&O Support. The tasks associated with each role include, but are not limited to, the responsibilities listed in the table.

Table B-02-11. COE Role Descriptions

Role	Description	Responsibilities	Skills and Requirements	Key contacts
Application Developer (ABAP)	The Application Developer designs, develops and supports application solutions to meet business requirements	<ul style="list-style-type: none"> ■ Create detailed technical specifications functional specification and architectural documents ■ Participate in peer reviews ■ Write ABAP and or Java code using the SAP Developers Workbench ■ Conduct unit test of programs ■ Create and release transports and follow the promote to production and change control processes ■ Configure user-exits ■ Configure SAP Workflows ■ Help estimate level of effort for enhancements and customization ■ Debug ABAP and Java code ■ Work within programming standards and naming conventions ■ Write code with performance coding built-in ■ Familiar with all WRICE/F object types 	<ul style="list-style-type: none"> ■ Familiar with Assigned SAP Modules ■ Object-Oriented Design/Build Experience ■ Use of Application Development Methodologies and Tools ■ Understand Data Models ■ Perform Application Testing Activities ■ Development of Program Specifications ■ Knowledge of Business-IT Requirements ■ Knowledge of SAP Workflow configuration 	<ul style="list-style-type: none"> ■ Functional Leads ■ Project Managers ■ Technical Leads ■ Other Application Specialists
Portal Specialist		<ul style="list-style-type: none"> ■ Provide knowledge, expertise and on SAP Portals ■ Design and implement the technical infrastructure to support the configuration, development, testing and production SAP portals ■ Create technical documentation for all support procedures related to the portals ■ Coordinate with the Basis Specialist on all integrated activities ■ Transfer SAP portal knowledge 	<ul style="list-style-type: none"> ■ Knowledge and expertise on development, testing and production of SAP Portals 	<ul style="list-style-type: none"> ■ Functional Leads ■ Business Process Owners ■ Basis Lead ■ Phoenix Technical Lead

Role	Description	Responsibilities	Skills and Requirements	Key contacts
Functional Expert (FM/CO, GL/AP/AR, MM, PSCD, Payroll, Benefits, Personnel Administration, Org Management, Time Management, ESS/MSS)	The Functional Expert provides overall functional direction for his/her area and guidance to support the integration and optimization of SAP-enabled business processes	<ul style="list-style-type: none"> ■ Devises functional SAP portfolio management for respective area, value realization, stakeholder communication frameworks ■ Prepares functional resource management for respective area, risk and compliance controls management, and career plan structure frameworks ■ Participates in Governance meetings related to his/her area ■ Provides strategic and tactical direction to functional COE team ■ Supports business process performance model and promotes specific means for collecting and reporting process metrics with overall COE Lead ■ Promotes integration across processes ■ Seeks methods and tools to improve process capabilities ■ Reviews process and/or technology improvements or design changes and works for adoption as appropriate ■ Evaluates problem/incident management performance 	<ul style="list-style-type: none"> ■ Visible leader, able to communicate with functional and technical COE members and works Governance issues across organizational levels ■ Understanding of SAP-enabled processes and ability to manage stabilization/enhancement/optimization programs 	<ul style="list-style-type: none"> ■ Business Process Owners ■ Help Desk Lead ■ Technical COE Lead ■ HR
Basis Technical Specialist	Ensures the technical integrity of the Phoenix system	<ul style="list-style-type: none"> ■ Assist with problem analysis and troubleshooting efforts ■ Manage SAP transports ■ Perform client copies for refreshes of development & training systems ■ Develop, support and maintain batch jobs schedule ■ Maintain documentation of all desktop software ■ Perform performance tuning on Phoenix reports (BW & R/3) ■ Act as source of technical expertise for Application and Infrastructure ■ Validates and verifies changes to system and 	<ul style="list-style-type: none"> ■ Technical expertise in SAP Basis and other outlined in job tasks 	<ul style="list-style-type: none"> ■ Functional Leads ■ ISD contacts & Leads ■ Basis Lead ■ Technical Lead

Role	Description	Responsibilities	Skills and Requirements	Key contacts
		architecture <ul style="list-style-type: none"> ■ Schedules database alteration with CCTC PM ■ Coordinates development of Phoenix support procedures with CCTC operations team ■ Install and upgrade BSI (tax calculation software) ■ Coordinate and support administration of Phoenix desktop software (BSI, Oracle, RWD InfoPak, SAPGUI) ■ Maintain documentation for installation and support of Phoenix desktop software ■ Troubleshooting Production issues related to Phoenix interfaces ■ Installation and Upgrade of SAP R/3, Oracle database, R/3 Plug-in for Public Sector in AOC Development environment ■ Apply SAP notes and support packages ■ Technical support for development, deployment, testing, training, data conversion and go-live ■ Create and refresh SAP Clients to support testing, training, data conversion and deployment to Trial Courts ■ Advise and work with CCTC on performance tuning on all systems ■ Maintain Phoenix technical configuration (e.g. Transport mechanism, batch jobs, RFC connections, interfaces, on-line help) ■ Coordinate with SAP vendor for Go-live checks ■ Manage SAP licenses and user classifications in Production ■ Work with the project teams to identifying the timing and set of transports to be migrated to Production ■ Provide support and perform technical testing as required 		

Role	Description	Responsibilities	Skills and Requirements	Key contacts
		<ul style="list-style-type: none"> ■ Installation and support of Phoenix system tools (e.g. SAP Portal, ITS, Web Application Server, ESS, MSS) ■ Co-ordinate with CCTC to install support patches 		
Interface Technical Lead	Interacts with Functional Team Leads and oversees interface development team.	<ul style="list-style-type: none"> ■ Work with functional lead to understand business requirements and then create technical specifications and solutions. ■ Oversees interface development team's preparation of appropriate documentation for project life cycle: requirements, architecture, test plan, test scripts and CCTC deployment guide ■ Works with and oversees interface team's design of robust, scalable, and reliable integrations ■ Coordinates definition of Data Exchange Standards with Functional Team Leads, business owners and Data Integration team Lead ■ Works with and oversees interface team in developing, configuring and implementing integration solutions with highly available enterprise solutions ■ Provides knowledge transfer to AOC technical support team 	<ul style="list-style-type: none"> ■ Minimum of 6 years experience as software developer with strong knowledge of computer science and system architecture and 4 + years with TIBCO development experience ■ Experience with TIBCO Business Works, Hawk, Business Connect, EMS, JMS and other key products in the TIBCO suite ■ Knowledge of TIBCO Adapters ■ Knowledge and experience with <ul style="list-style-type: none"> □ JAVA and J2EE □ XML, XLST, XSD and XPath □ SOAP, ftp and COM ■ Experience with architecting and implementing large scale high availability systems ■ Experience with SAP ■ Excellent oral and written communication skills ■ Excellent interpersonal skills with the ability to mentor and advise interface technical staff and as well 	<ul style="list-style-type: none"> ■ ISD Technical Leads ■ Functional Leads ■ AOC Basis Lead ■ Technical Lead

Role	Description	Responsibilities	Skills and Requirements	Key contacts
Interface Developer	Participates and documents interface technical requirements, design documents, processes and tests.	<ul style="list-style-type: none"> ■ Participates and documents interface technical requirements, including error and exception handling based on the business impact analysis ■ Prepares architecture design documents that conform to the AOC Data Integration Program's best practices, security requirements and provides traceability to requirements ■ Develops interface processes using the appropriate software from the TIBCO product suite ■ Prepares test plan to validate that the interface conforms to the business and technical requirements ■ Performs unit tests supports and integration testing. Makes fixes and perform regression testing as required ■ Prepares CCTC deployment guide 	<p>as effective interact with customer business users and technical staff</p> <ul style="list-style-type: none"> ■ Minimum of 3 years of software development and 2 + years with TIBCO development ■ Experience with TIBCO Business Works, Hawk, Business Connect, EMS, JMS and other key products ■ Working knowledge of JAVA, J2EE, SOAP, ftp, XML, XSLT and XSD ■ Excellent analytical and troubleshooting skills ■ Good communications skills ■ Team attitude 	<ul style="list-style-type: none"> ■ AOC Interface Developer ■ Functional Team Leads ■ Third Party Providers ■ ISD Leads ■ Technical Lead
BW Data Extractor / Configurator		<ul style="list-style-type: none"> ■ Develops or customizes the required extraction programs ■ Works with functional leads to Identify the data in the source environment ■ Works with the functional leads to map the data to the BW environment ■ Works with the functional leads to Identify and resolve data quality gaps ■ Perform Unit Test of all developed programs ■ Supports the Unit and integration testing of data from various sources, if required ■ Manage Extract scheduler ■ Develop and adhere to data standards and program guidelines ■ Design of BW InfoCubes (Basic Cubes, Multi-cubes, Remote cubes, and Aggregates) 	<ul style="list-style-type: none"> ■ In depth understanding of data extraction tools ■ SAP R/3 and BW application knowledge in the business process area ■ The ability to develop a solution using BW to solve business requirements ■ An understanding of the source data ■ Detailed knowledge of the data required to be extracted from R3 ■ Knowledge of the Phoenix current business processes ■ Knowledge of data quality issues 	<ul style="list-style-type: none"> ■ Development Lead ■ Basis Lead ■ CCTC Lead ■ Infrastructure Leads ■ Business Process Owners ■ Functional Lead(s) ■ Tech Lead ■ Report Developer

Role	Description	Responsibilities	Skills and Requirements	Key contacts
Report Developer (R/3, BW)		<ul style="list-style-type: none"> ■ Provide expertise in developing and building functional report specifications ■ Provide expertise in configuring SAP to support reporting requirements ■ Configure and unit test the reports ■ Document gap analysis and facilitate the resolution process ■ Identify and raise reporting design issues to Team Lead ■ Provide SAP expertise and guidance to the team members ■ Transfer SAP functional knowledge to team members 	<ul style="list-style-type: none"> ■ Knowledge of scheduling tools ■ In depth understanding of report development tools ■ SAP R/3 and/or BW application knowledge in the business process area ■ The ability to satisfy requirements using R3 and/or BW reporting tools ■ An understanding of the source data ■ Detailed knowledge of the data required ■ Knowledge of the Phoenix current business processes ■ Knowledge of data quality issues ■ Knowledge of scheduling tools 	<ul style="list-style-type: none"> ■ BW Data Extractor / Configurator ■ Functional Lead(s) ■ Development Lead ■ Basis Lead ■ Infrastructure Leads ■ Business Process Owners ■ Tech Lead

M&O Support is required starting upon Agreement execution. The AOC requires the ability to ramp M&O Support staff by staff classification type up and/or down on a monthly basis throughout the duration of the Agreement.

The AOC anticipates a need for 19 Staff Positions in M&O Year 1:

- 2 Application Developers (ABAP)
- 1 Portal Specialist
- 10 Functional Experts (1 each of the following: FM/CO, GL/AP/AR, MM, PSCD, Payroll, Benefits, Personnel Administration, Org Management, Time Management, and ESS/MSS)
- Basis Technical Specialist
- 1 Interface Technical Lead
- 1 Interface Developer

- 1 Business Warehouse Data Extractor / Configurator
- 2 Report Developers (1 R/3 and 1 Business Warehouse)

The AOC anticipates a need for five Staff Positions in M&O Years 2 – 5:

- 3 Functional Experts (1 FI and 2 HR/Payroll)
- 2 Technical Specialists (specialty from the list above is to be determined)

The Bidder shall be prepared to provide the Staff Positions upon Agreement execution; however, the estimates above shall not commit the AOC to a specific Bidder staff level for M&O Support.

3.0 Service Management

3.1 Service Objectives

A key objective of this agreement is to attain service-level requirements (SLRs). The Bidder shall provide written reports to the AOC regarding Bidder’s compliance with the SLRs specified in this section.

3.2 Service Level Requirements

The following tables contain SLRs for implementation and for maintenance and operations support. The Bidder must consistently meet or exceed these SLRs and shall continue to meet the SLRs following any subsequent change orders. All times referenced are in Local Standard Time.

Table B-02-12. Implementation SLRs

DEFINITION	Implementation SLRs include project management tools and practices employed by the Bidder for managing the system implementation work effort estimation and service request processes to ensure consistency, accuracy, and timeliness during the system implementation process. These SLRs also include system Implementation Productivity Requirements that the Bidder must meet during system implementation to minimize work defects and ensure timeliness of product delivery.			
Service Level Requirements				
Service Type	Service Measure	Performance Target	Minimum Performance %	Measurement Interval
Project Estimation Methods and Tools Used for Schedule	Target Tool Usage	100% of Tasks	100%	Monthly
Milestone Completion—Milestones on the Critical Path	Completion Date	Completion of milestones by scheduled completion date	100%	Weekly
Milestone Completion—All Milestones NOT on Critical Path	Completion Date	Completion of milestones by scheduled completion date	95%	Weekly
Functional Requirements Met	Meets Functional Requirements	Passed Operational Environment Testing	98%	Module Implementation
	Formula	Performance = Transactions completed within required time ÷ Total Transactions		
	Measurement Tools	The Bidder shall specify, and the AOC must approve monitoring and reporting tools to be used.		

	Reporting Interval	Monitor Continuously, Report Monthly		
Response Time of the System	Response Time From Entering Command to Result (excluding LAN/WAN time)	95% of transactions complete ≤ 2.0 sec	95%	Daily
Outstanding Go Live Issues	Response time to resolve Priority 1 and Priority 2 Issues	100% for Priority 1 99% for Priority 2 80% for Priority 3	100% for Priority 1 99% for Priority 2 80% for Priority 3	
Availability of the Applications in Final Acceptance	Availability	Per schedule	99.99%	Daily
Security	Response Time of security breach notification to AOC	100% of notifications complete ≤ 2 hours (all notifications shall occur as soon as possible)	100%	Daily

Table B-02-13. Maintenance and Operations Support SLRs

DEFINITION	Maintenance and Operations Support SLRs include the performance metrics related to the services that the Bidder must provide in support of the system after acceptance. Availability and response time of the system is measured from an end-user perspective.			
Maintenance and Operations Support Service Level Requirements				
Service Type	Service Measure	Performance Target	Minimum Performance %	Measurement Interval
Security	Response Time of security breach notification to AOC	100% of notifications complete ≤ 2 hours (all notifications shall occur as soon as possible)	100%	Daily
Incident Handling	Time to Resolve:			Monthly
	Priority Level 1	< 2 hours	95%	
	Priority Level 2	< 4 hours	95%	
	Priority Level 3	< 6 hours	95%	
	Formula	Performance = Transactions completed within required time ÷ Total Transactions		
	Reporting Interval	Monitor Continuously, Report Monthly		

	Measurement Tools	The Bidder shall specify, and the AOC must approve monitoring and reporting tools to be used.
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4.0 Termination Assistance Services

Termination Assistance services would be performed at the end of the project, in parallel, with the Maintenance and Operation Support Services in order to transition the support of the system to the AOC. The responsibility of the Bidders would include the activities associated the Termination Assistance support and Knowledge Transfer to the AOC. Termination Assistance services consists of the services described in the following table.

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 B-02-14. Termination Assistance Roles and Responsibilities

Termination Assistance Services Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
Provide a Termination Assistance Plan upon request one year prior to contract expiration. The Plan must contain transition task descriptions, an organization chart, and job descriptions for all support staff.	L	A		
Provide all data files, file and data definitions and relationships, data definition specifications, data models, APIs, program architecture, design concepts, program structure, sequence 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 program cross-reference information relating to the Deliverables, in both paper and electronic form.	L	S		
Provide all maintenance and support tools, utilities, diagnostic programs and supporting programs utilized by Contractor in the support and maintenance of the Deliverables.	L	S		
Provide all information, documentation, programs, tools and other materials regarding or relating to maximizing the use of the ERP System to perform key operational functions including, without limitation, data backups, program downloads and security checks and how to automate such functions to minimize manual intervention.	L	S		

Termination Assistance Services Roles and Responsibilities	Bidder	AOC	Bidder Response	Bidder Comments
Provide all information, documentation, programs, tools and other materials regarding or relating to methodologies that address traffic management, workload balancing, segmentation, capacity planning, routing and overall ERP System performance analysis.	L	S		
Provide all information, documentation, programs, tools and other materials regarding or relating to tools to support ERP System performance analysis and installation and maintenance of such tools.	L	S		
Provide all information, documentation, programs, 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 AOC hereunder.	L	S		

5.0 Deliverable Products and Services

5.1 Deliverable Copies

A minimum of six (6) hard copies and one (1) electronic copy of deliverables will be required under the contract unless otherwise specified by the AOC. Deliverables shall be provided in Microsoft Office format (e.g. Word, PowerPoint, Excel, Visio, and MS Project) unless otherwise approved by the AOC in advance.

5.2 Minimum List of Deliverables

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 the payment schedule in Form VII-9, Payment Schedule, in Appendix D, Cost Workbook. However, there may be other work products that are part of the project artifacts that are required for project delivery but that are not formally tied to individual payments. Strategy deliverables are considered one-time deliverables and should cover the entire Phoenix Program while Plans will be delivered multiple times throughout each project. Although Strategy deliverables are considered one-time deliverables they should be reviewed and updated during the development of Plan deliverables. Deliverables may be leveraged from one project to another by reviewing and updating, as applicable. The Bidder shall add to the list provided below in alignment with its proposed methodology and work plan:

Table B-02-15. Proposed Deliverables

Name of Deliverable	ASAP Phase	Upgrade Project	Optional New Functionality Projects	Optional Existing Functionality Projects
1. Program Plan (consolidation of individual project plans)	All Phases	Yes	Yes	Yes
2. Project Plan	All Phases	Yes	Yes	Yes
3. Project Status Reports (including deliverable status reports, issues, risks, plan vs. actual status, etc.)	All Phases	Yes	Yes	Yes
4. Global Blueprint	Project Preparation	Yes	No	No
5. Communication Strategy	Project Preparation	Yes	No	No
6. Configured Hardware Environments (sandbox and	Project Preparation	Yes	Yes	Yes

Name of Deliverable	ASAP Phase	Upgrade Project	Optional New Functionality Projects	Optional Existing Functionality Projects
development)				
7. End-User Training Strategy	Project Preparation	Yes	No	No
8. Issue Management and Resolution Strategy	Project Preparation	Yes	No	No
9. Project Charter	Project Preparation	Yes	Yes	Yes
10. Project Management Plan	Project Preparation	Yes	Yes	Yes
11. Project Scope Change Plan	Project Preparation	Yes	Yes	Yes
12. Quality Management Plan	Project Preparation	Yes	Yes	Yes
13. Business Process Organizational Change Management Strategy	Project Preparation	Yes	No	No
14. Risk Management Plan	Project Preparation	Yes	Yes	Yes
15. Master Test Strategy	Project Preparation	Yes	No	No
16. Training and Knowledge Transfer Strategy	Project Preparation	Yes	No	No
17. Business Intelligence Strategy	Business Blueprint	Yes	No	No
18. Business Process Fit/Gap Analysis	Business Blueprint	Yes	Yes	Yes
19. Business Process Organizational Change Management Plan	Business Blueprint	Yes	Yes	Yes
20. Data Conversion Strategy	Business Blueprint	Yes	No	No
21. Detailed Design Standards and Design Documents	Business Blueprint	Yes	Yes	No

Name of Deliverable	ASAP Phase	Upgrade Project	Optional New Functionality Projects	Optional Existing Functionality Projects
22. Detailed Functional and Technical Specifications, including requirements documents, use cases, and logical, data flow diagrams, architecture documents and physical data models	Business Blueprint	Yes	Yes	Yes
23. Detailed Reports, Interfaces, Conversions, Enhancements, and Forms (RICEF) Development Schedule	Business Blueprint	Yes	Yes	Yes
24. Blueprint	Business Blueprint	Yes	Yes	Yes
25. End-User Training Plans	Business Blueprint	Yes	Yes	Yes
26. Integration, User Acceptance, Regression, and Security Test Plans	Business Blueprint	Yes	Yes	Yes
27. Operational and Technical Assessment and Current Environment Analysis Results (including Capacity Plan)	Business Blueprint	Yes	Yes	Yes
28. Software Configuration Management Policies and Procedures	Business Blueprint	Yes	Yes	Yes
29. Stress Testing Strategy	Business Blueprint	Yes	No	No
30. System Landscape, Technical and Business Design Strategy	Business Blueprint	Yes	No	No

Name of Deliverable	ASAP Phase	Upgrade Project	Optional New Functionality Projects	Optional Existing Functionality Projects
31. System Security Strategy	Business Blueprint	Yes	No	No
32. Technical System Design Document	Business Blueprint	Yes	Yes	Yes
33. Test Cases and Test Data	Business Blueprint	Yes	Yes	Yes
34. Integration, Parallel and User Acceptance Test Plans	Business Blueprint	Yes	Yes	Yes
35. Test Scripts	Business Blueprint	Yes	Yes	Yes
36. Training and Knowledge Transfer Plans	Business Blueprint	Yes	Yes	Yes
37. Vendor Response to SAP QA Review	Business Blueprint	Yes	Yes	Yes
38. Training Curriculum Document	Business Blueprint	Yes	Yes	Yes
39. Business Continuity Strategy	Realization	Yes	No	No
40. Business Intelligence Plan	Realization	Yes	Yes	Yes
41. Communication Plan	Realization	Yes	Yes	Yes
42. Data Conversion Plan	Realization	Yes	Yes	Yes
43. Documented Successful Testing Results	Realization	Yes	Yes	Yes
44. Draft Training Materials	Realization	Yes	Yes	Yes
45. Organizational Readiness Assessment	Realization	Yes	Yes	Yes
46. Stress Test Plan	Realization	Yes	Yes	Yes
47. System and User Documentation	Realization	Yes	Yes	Yes
48. System Security Plan	Realization	Yes	Yes	Yes

Name of Deliverable	ASAP Phase	Upgrade Project	Optional New Functionality Projects	Optional Existing Functionality Projects
49. Training and Knowledge Transfer Effectiveness Reports	Realization	Yes	No	Yes
50. Vendor Response to SAP QA Review	Realization	Yes	Yes	Yes
51. Batch Schedule	Final Preparation	Yes	Yes	Yes
52. Business Contingency Plan	Final Preparation	Yes	Yes	Yes
53. Business Continuity Plan	Final Preparation	Yes	Yes	Yes
54. Final Training Materials	Final Preparation	Yes	Yes	Yes
55. Go Live Checklist	Final Preparation	Yes	No	Yes
56. Initial Detailed Deployment Plan	Final Preparation	Yes	Yes	Yes
57. Maintenance Repair Policies and Procedures	Final Preparation	Yes	No	No
58. Post Production Support Strategy	Final Preparation	Yes	No	Yes
59. Recommended Operations and Administration Procedures	Final Preparation	Yes	Yes	Yes
60. Role to Position Mapping	Final Preparation	Yes	Yes	Yes
61. Site-specific Training Materials	Final Preparation	Yes	Yes	Yes
62. Site-specific Transition Plans	Final Preparation	Yes	Yes	Yes
63. Systems Maintenance Plan	Final Preparation	Yes	Yes	No
64. Technical Documentation (including technical and architectural specifications, etc.)	Final Preparation	Yes	Yes	Yes

Name of Deliverable	ASAP Phase	Upgrade Project	Optional New Functionality Projects	Optional Existing Functionality Projects
65. Training (includes support staff training and knowledge transfer)	Final Preparation	Yes	Yes	Yes
66. Training (includes user training and knowledge transfer)	Final Preparation	Yes	Yes	Yes
67. Go/No-go Meeting and Go/No-go Documentation	Final Preparation	Yes	Yes	Yes
68. Vendor Response to SAP QA Review	Final Preparation	Yes	Yes	Yes
69. Deployment Roadmaps	Go Live & Deployment Support	Yes	Yes	Yes
70. Final Detailed Deployment Plan	Go Live & Deployment Support	Yes	No	Yes
71. Maintenance Production Release Plans	Go Live & Deployment Support	Yes	No	Yes
72. Organizational Change Management Effectiveness Assessment	Go Live & Deployment Support	Yes	No	Yes
73. Phase Closeout (to include System Tuning, Knowledge Transfer Assessment, Project Artifacts in Repository, Lessons Learned, Update Blueprint, Impact Assessment, and Transition Support to COE and Shared Services)	Go Live & Deployment Support	Yes	No	Yes
74. Service Level Performance Reports	Go Live & Deployment Support	Yes	No	Yes
75. Successful Deployment Documented	Go Live & Deployment Support	Yes	No	Yes

