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| **Attachment F CIMS Sample Statement of Work** |



***Project Title: Correctional Information Management System (CIMS)***

**RFP K13397**

**Table of Contents**

[Statement of Work 4](#_Toc163386542)

[Directions 4](#_Toc163386543)

[Acceptance Process 4](#_Toc163386544)

[Phase 0: Implementation Planning Study Workshop 6](#_Toc163386545)

[Deliverable 0.1 System Gap Analysis 6](#_Toc163386546)

[Deliverable 0.2 Integrated Project Management Plan (update for agreed Implementation Planning study components) 7](#_Toc163386547)

[Deliverable 0.2 Joint Resource Plan 7](#_Toc163386548)

[Deliverable 0.4 Work Breakdown and Integrated Project Schedule 8](#_Toc163386549)

[Deliverable 0.5 Data Conversion Management Plan 8](#_Toc163386550)

[Deliverable 0.6 Training Management Plan 9](#_Toc163386551)

[Deliverable 0.7 Test Management Plan 10](#_Toc163386552)

[Deliverable 0.8 Technical Architecture and System Hosting Plan 11](#_Toc163386553)

[Deliverable 0.9 Implementation Plan 11](#_Toc163386554)

[Phase 1: Project Planning and Setup 13](#_Toc163386555)

[Deliverable 1.a Project Kick Off 13](#_Toc163386556)

[Deliverable 1.b Final Integrated Project Management Plan 14](#_Toc163386557)

[Deliverable 1.c Final Training Management Plan 14](#_Toc163386558)

[Deliverable 1.d Final Test Management Plan 15](#_Toc163386559)

[Deliverable 1.e Final Technical Architecture and System Hosting Plan 16](#_Toc163386560)

[Deliverable 1.f System Documentation 16](#_Toc163386561)

[Deliverable 1.g Data Conversion Analysis 18](#_Toc163386562)

[Deliverable 1.h Interface Analysis 18](#_Toc163386563)

[Deliverable 1.i Final Architectural Analysis Document 19](#_Toc163386564)

[Deliverable 1.j Procurement and Acquisition Plan (or cloud hosting plan) 19](#_Toc163386565)

[Phase 2: Environment Setup and Product Installation 21](#_Toc163386566)

[Deliverable 2.a VENDOR Environment Installation 21](#_Toc163386567)

[Deliverable 2.b DOC Environment Installation (replace if cloud solution) 21](#_Toc163386568)

[Phase 3: Functional Release 1 (repeat for each functional release) 23](#_Toc163386569)

[Deliverable 3.a Analysis/Configuration Functional Release 1 23](#_Toc163386570)

[Deliverable 3. b. Develop & Delivery (delivery 1) 25](#_Toc163386571)

[Deliverable 3.c Workflow Prototype 27](#_Toc163386572)

[Deliverable 3.d Data Conversion 28](#_Toc163386573)

[Deliverable 3.e Analysis/Design/Development Interfaces 33](#_Toc163386574)

[Deliverable 3.f Functional Testing 35](#_Toc163386575)

[Deliverable 3.g System Testing 39](#_Toc163386576)

[Deliverable 3.h Functional Release 1 Training 40](#_Toc163386577)

[Deliverable 3.i.Functional Release 1 Implementation 44](#_Toc163386578)

[Phase 4 – ? (repeat for Additional Functional Areas if needed) 48](#_Toc163386579)

[Phase 7 – Data Analysis and Reporting Database 48](#_Toc163386580)

[Deliverable 7.a Data Analysis Database – Production Copy 48](#_Toc163386581)

[Phase 8 – Project Closeout 51](#_Toc163386582)

[Deliverable 8.a Decommission Plan 51](#_Toc163386583)

[Deliverable 8.b Transition 51](#_Toc163386584)

[Deliverable 8.c Post Implementation Report 51](#_Toc163386585)

Statement of Work

## Directions

*The approach to building the final Statement of Work*

1. *Create joint Work Breakdown Structure*
2. *Create Phased Functionality Release Plan*
3. *Create High Level Sprint Plan/Approach*
4. *Complete major steps for each and complete the Statement of Work detail below.*
5. *Define Defect severity and update throughout the SOW (Critical, Major, Minor, Normal etc.)*

VENDOR will implement the ***<<VENDOR PRODUCT>>*** Vendor-Off-The-Shelf System for DOC. Included in the statement of work are software licenses, product installation, product configuration, product customization, interfaces to DOC and federal systems, data conversion, implementation services, and training.

VENDOR project management effort is incorporated within all deliverables. VENDOR Project Management expectations and requirements are outlined in Response Form 3, Management Requirements.

## Acceptance Process

The following Acceptance Process will be used for all Deliverables:

**Process:**

1. Deliverable Review Assignments – Within 5 Business Days of starting work on a Deliverable, the DOC will provide the VENDOR a written list of the individuals who will review draft and final Deliverable work products. The DOC may modify the list of assigned reviewers by giving the VENDOR written notice up to 5 Business Days before final Deliverable submittal.

2. Deliverable Draft and Final Review – In order to maintain the project schedule, all DOC staff assigned to review the final Deliverable will review and comment on at least one version of the draft deliverable, unless waived by VENDOR.

3. Deliverable Approval – The following individuals are authorized to approve Deliverables for the DOC: DOC Project Sponsor or named delegate.

4. Timeframes

1. “Acceptance Testing Period” - Upon VENDOR’s completion of Deliverable, DOC will have a period of five (5) Business Days to determine whether or not Deliverable conforms to all material aspects of the Acceptance Criteria.
2. Prior to the expiration of the Acceptance Testing Period, DOC shall provide VENDOR with written notice that the Deliverable has either been accepted or has been rejected due to noncompliance with the Acceptance Criteria. If DOC does not provide VENDOR with written notice of acceptance or rejection prior to the expiration of the Acceptance Period, the Deliverable will be deemed accepted. If DOC provides VENDOR with written notice of rejection prior to the Acceptance Period, such notice must specify in detail the conditions that prevented Deliverable from meeting the Acceptance Criteria. The DOC’S inability to review the Deliverable within this timeframe does not constitute reason for rejection; rather DOC will use the Integrated Change Control Process prior to the VENDOR completion of Deliverable to change the Acceptance Test Period.
3. Upon receipt of the written rejection, VENDOR will have fifteen (15) Business Days from receipt of such notice to cure the conditions that prevented the Deliverable from complying with the Acceptance Criteria at no cost to DOC (the “Correction Period”). Upon expiration of the Correction Period or upon VENDOR certifying to DOC that all corrections have been made, whichever is earlier, DOC will have five (5) Business Days to provide VENDOR with written notice that the Deliverable has either been accepted or rejected due to noncompliance with the Acceptance Criteria (the “Additional Acceptance Period”). If DOC does not provide VENDOR with written notice of acceptance or rejection prior to the expiration of the Additional Acceptance Testing Period, the Deliverable will be deemed accepted.
4. If DOC provides a second notice of rejection of the Deliverable due to non-compliance, DOC will provide at least one additional Correction Period following the process described above.
5. If DOC provides a third notice of rejection of the Deliverable due to non-compliance, DOC may terminate the Contract with proper written notice to VENDOR without penalty or financial obligation other than those defined elsewhere in the Master Contract.

DOC and VENDOR will use the Integrated Change Control Process to align these acceptance criteria to correct Deliverables when needed.

# Phase 0: Implementation Planning Study Workshop

## Deliverable 0.1 System Gap Analysis

**Statement of Work / Description**: VENDOR shall identify and capture differences between <<VENDOR PRODUCT>> out of the box functionality and DOC’s current or desired business processes and practices and the RFP functional and technical requirements by collaborating with and gathering input from DOC. VENDOR will provide an orientation to the ***<<VENDOR PRODUCT>>*** system so the DOC business subject matter experts can provide informed input during the analysis.

The review of the out of the box product will be conducted using the <<VENDOR>> -hosted demonstration site. The hosted site shall be provided during the Planning Phase at no charge to the DOC. It is understood that the hosted site is for demonstration purposes only. All data entered is for temporary demonstration purposes and is not saved. No agency-specific configuration will be completed on the hosted site. (The DOC may identify desired configurations during this time; these can be documented by the DOC on a configuration matrix.)

VENDOR will list differences that require customization and categorize them based on comparison to the RFP functional and technical requirements or on required business processes (new requirements). This review will result in a System Gap Analysis Matrix.

1. VENDOR shall provide an approach and template for documenting differences.
2. VENDOR shall provide an orientation to the ***<<VENDOR PRODUCT>>*** system.
3. VENDOR shall provide access to the hosted demonstration version of ***<<VENDOR PRODUCT>>*** for use in completing this deliverable.
4. VENDOR shall demonstrate how ***<<VENDOR PRODUCT>>*** core system functionality meets the technical and functional requirements as defined in the RFP.
5. VENDOR shall provide consulting to support DOC to document additional differences identified by the DOC between the out of the box ***<<VENDOR PRODUCT>>*** functionality and the DOC’s current business processes and practices.
6. VENDOR shall review the Gap Analysis Matrix created by DOC and identify those differences that require customization that can be met through adjusting business process, ***<<VENDOR PRODUCT>>*** configuration, or through customizations and consult with DOC to finalize the Gap Analysis Matrix.
7. VENDOR shall document which differences are addressed by the customizations as listed in VENDOR’s Proposal and which are new requirements.
8. VENDOR may be required to be onsite for part of the work for this deliverable.

Expectations of DOC:

1. DOC staff shall attend the *<<VENDOR PRODUCT>>* orientation.
2. DOC shall actively participate in work sessions.
3. DOC shall evaluate workflow and business processes and identify material differences between existing ***<<VENDOR PRODUCT>>*** core system functionality and current DOC practices.
4. DOC shall document the differences in the Gap Analysis Matrix.
5. DOC shall agree to adjusting business processes to leverage ***<<VENDOR PRODUCT>>*** COTS functionality whenever possible.

Acceptance Criteria:

1. For the acceptance of this deliverable to occur, the Gap Analysis and Resolution effort must result in: A Gap Analysis Matrix that outlines differences requiring customization and new requirements.

**Acceptance Process:**

* Upon completion of Deliverable 0.1, DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 0.2 Integrated Project Management Plan (update for agreed Implementation Planning study components)

**Statement of Work / Description**: VENDOR shall participate, contribute, and collaborate with DOC, led by DOC’s project manager, to develop a Project Management Plan. The Project Management Plan is a component of the Project Plan, which is the single comprehensive plan for the project and is managed by DOC’s project manager. Management plans and work sessions establish the working relationship and project controls necessary for a successful project implementation. Clearly defined management plans create shared expectations and clear roles for the implementation. The Project Plan includes all components identified in the Acceptance Criteria below and the project management content referenced in the Contract.

1. VENDOR shall provide content to DOC for the sections of the Project Plan regarding all services, tasks, and products delivered by VENDOR.
2. VENDOR shall review Project Management Plan and provide feedback to DOC’s Project Manager.
3. VENDOR may be requested to be onsite to collaborate on this deliverable.

**Expectations of DOC:**

1. DOC shall draft the project management plan in collaboration with VENDOR.
2. DOC shall provide final approval of project management plan.

**Acceptance Criteria:**

1. For the acceptance of this deliverable to occur, the Project Management Plan must be complete and contain:
   1. The management plans to control scope, schedule, cost and quality, including variance
   2. The governance structure for the project
   3. An integrated change control process
   4. A process for accepting and approving deliverables including the signoff form to be used
   5. A quality management plan
   6. A Joint Resource plan
   7. Implementation plan
   8. A communication management plan
   9. A risk management plan
   10. An issue management plan
   11. Procurement management plan
   12. Project plan approved by DOC Project Sponsor

**Acceptance Process:**

* Upon completion of Deliverable 0.2, DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 0.2 Joint Resource Plan

**Statement of Work / Description**: VENDOR shall participate, contribute, and collaborate with DOC, led by DOC’s project manager, to develop a Joint Resource Plan. The Joint Resource Plan is a component of the Project Plan; Clearly defined resources including roles and responsibilities create shared expectations and clear roles for the implementation. The Joint Resource Plan includes all components identified in the Acceptance Criteria below and the project management content referenced in the Contract.

1. VENDOR shall provide VENDOR resource titles and competencies and accountabilities to DOC.
2. VENDOR may be requested to be onsite to collaborate on this deliverable.

**Expectations of DOC:**

1. DOC shall draft the Joint Resource Plan in collaboration with VENDOR.
2. DOC shall provide final approval of Joint Resource Plan.

**Acceptance Criteria:**

1. For the acceptance of this deliverable to occur, the Joint Resource Plan must be complete and contain:
   1. All resource titles
   2. All Resource competencies and expertise
   3. All Resource accountability
   4. RACI detailing roles and how teams and individuals will interact

**Acceptance Process:**

* Upon completion of Deliverable 0.3, DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 0.4 Work Breakdown and Integrated Project Schedule

**Statement of Work / Description**: VENDOR shall participate, contribute, and collaborate with DOC, led by DOC’s project manager, to develop a baseline Project Schedule. The project schedule is a component within the Project Plan, which is the single comprehensive plan for the project, and is managed by the DOC project manager. The Project Plan also includes all components identified in the Acceptance Criteria below and the project management content referenced in the contract.

1. VENDOR shall provide content to DOC to develop project schedule.
2. VENDOR shall review and provide feedback on the baseline project schedule.

**Expectations of DOC:**

1. DOC shall lead the development of the baseline project schedule.
2. DOC shall approve baseline project schedule.

**Acceptance Criteria:**

1. For the acceptance of this deliverable to occur, the Integrated Project Schedule must be complete and contain:
   1. A mutually agreed upon detailed baseline scope and schedule for the project
   2. Deliverables, milestones and primary tasks, at a mutually agreed upon level of detail, for all deliverables in the Statement of Work. The level of detail will be determined during planning.
   3. Detailed tasks, with associated dependencies, planned duration, planned start and end dates and staff resource assignments
   4. Integrated Project Schedule packaged as part of the overall Project Plan

**Acceptance Process:**

* Upon completion of Deliverable 0.4, DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 0.5 Data Conversion Management Plan

**Statement of Work / Description**: VENDOR shall develop a Data Conversion Management Plan by collaborating with and gathering input from DOC. The Data Conversion Plan is a comprehensive management plan for the overall approach that will be followed for the data conversion effort. It defines the methodology, strategies, required competencies, tools, templates, acceptance criteria and quality standards, and data cleansing and data discrepancy resolution strategies. The Data Conversion Plan is considered a subordinate plan to the Implementation Plan which is developed later in the project.

1. VENDOR shall develop a Data Conversion Plan by collaborating with and gathering input from DOC. The Data Conversion plan is a comprehensive plan of the methodology, strategies, responsibilities and detail activities for the conversion of DOC’s data.
2. The Plan will be based on the agreement that the VENDOR will convert all vital records contained in the legacy system.

Expectations of DOC:

1. DOC shall participate, review, and provide feedback to VENDOR on the Data Conversion Management Plan.
2. DOC shall collaborate with VENDOR in the development of approaches planned for DOC’s data cleaning efforts.

Acceptance Criteria:

1. For the acceptance of this deliverable to occur, the Data Conversion Plan must contain sections within the plan which:
   1. Define data conversion methodologies and strategies to be utilized
   2. Detail the tools and include templates to be utilized
   3. Outline the strategies and actions planned to resolve the data discrepancies and mapping issues. These strategies may include customizations and data cleansing
   4. Outline the testing approach and methodology including defined success criteria and quality standards
   5. Describe the proposed data conversion process for the move to pilot and the move to implementation
   6. Provide an overall Executive Summary section

**Acceptance Process:**

* Upon completion of Deliverable 0.5, DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 0.6 Training Management Plan

**Statement of Work / Description**: VENDOR shall participate, contribute, and collaborate with DOC led by DOC’s project manager to develop a Training Management Plan. The Training Management Plan is a comprehensive management plan for the overall training and is managed by DOC’s Training Lead. The plan addresses the training approaches, the courses and materials to be delivered, the overall objectives and competencies, the schedule and the required resources and evaluation approaches. Almost all end user training for field users will likely be delivered through webinars and other virtual training modalities and not in-person. Internal staff will likely require in-person training.

1. VENDOR shall provide content to DOC in development of an overall training plan.
2. VENDOR shall provide details to DOC for following training activities; which will be provided by VENDOR throughout the project.
3. Vendor shall provide any preexisting training materials.
   1. <<list of training classes>>

Expectations of DOC:

1. DOC, in collaboration with VENDOR, shall develop the Training Management Plan.
2. DOC shall identify, acquire and schedule resources required for training, including training locations, equipment, technical support, materials, and other logistics required for successful training.

Acceptance Criteria:

1. For the acceptance of this deliverable to occur, the Training Management Plan must contain:
2. A section detailing trainings to be delivered by VENDOR, training and knowledge management session descriptions, intended audience, training objectives and evaluation methods, which will be utilized to measure participant’s achieved understanding and obtained competencies.
3. A section describing the agreed upon high-level timing and approach for the DOC to deliver Statewide end user training.
4. An Executive Summary section.

**Acceptance Process:**

* Upon completion of Deliverable 0.6 DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 0.7 Test Management Plan

**Statement of Work / Description**: VENDOR shall develop a Testing Management Plan by collaborating with and gathering input from DOC. The Plan is a comprehensive management plan for the overall testing activities and defines methodology, strategies, tools, logistics, quality standards and readiness criteria, and details specific responsibilities. DOC shall develop the business scenario test cases that will be used in the testing to ensure that the system tests reflect DOC’s business processes and case management practices. The Testing Plan is considered a subordinate plan to the Implementation Plan.

1. VENDOR shall provide content to DOC in development of an overall testing plan.
2. VENDOR shall coordinate and collaborate with DOC to schedule all testing activities.
3. VENDOR shall provide tools and test case templates and reporting formats for use during testing.
4. VENDOR shall train DOC to conduct tests and report results.
5. VENDOR shall provide test cases and criteria for requirements listed in the Requirements Traceability Matrix (RTM).
6. VENDOR shall participate, contribute and collaborate with DOC in development of test cases for interfaces, data conversion and business processes.
7. VENDOR shall provide a schedule for issues reporting and error correction cycle dates.

Expectations of DOC:

1. DOC shall collaborate with VENDOR in the development of the Testing Plan.
2. DOC shall attend Test Team training.
3. DOC shall create test cases for business processes.

Acceptance Criteria:

1. For the acceptance of this deliverable to occur, the Testing Plan must contain sections within the plan that include:
2. An outline of the approaches and strategies to be utilized for testing the respective areas of functional requirements, technical requirements, federal and state reporting requirements, interfaces, data conversion and business processes
3. Test case template
4. Quality standards and readiness criteria assessments for move to pilot and move to full implementation as part of a Pilot Ready Assessment checklist and evaluation
5. Success criteria standards and data quality standards for statistical comparisons and federal reporting comparisons at a minimum
6. Issues and defect reporting approach and template, prioritization methodology and issues and defect resolution approach
7. An Executive Summary

**Acceptance Process:**

* Upon completion of Deliverable 0.7, DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 0.8 Technical Architecture and System Hosting Plan

**Statement of Work / Description:**

VENDOR shall collaborate with the DOC to provide DOC a System Hosting and Maintenance Plan. The System Hosting and Maintenance Plan will detail the hosting environments, Identity Management, and data security standards <<VENDOR PRODUCT>> in the DOC or VENDOR technical environment.

1. VENDOR shall provide DOC an approach to hosting <<VENDOR PRODUCT>> covering hosting requirements during the project phase and also post-implementation and in production. This plan will take into account uptime requirements, disaster recovery and restore requirements, data security, Identity Management, real time and batch interfaces to DOC hosted services access to analytical data, access to imaging.
2. VENDOR shall provide DOC a final environment plan for the project phase and for post-implementation.

**Expectations of DOC:**

1. DOC shall provide standards and guidelines for variables impacting <<VENDOR PRODUCT>> hosting.

**Acceptance Criteria**:

1. For the acceptance of this deliverable to occur, the System Hosting and Maintenance Plan document must contain:
   1. A list and description of all required server hardware and software or a description of the virtual environment requirements.
   2. A detailed disaster recovery plan
   3. A detailed data security plan and data center requirements and standards
   4. A detail user access plan showing security measures for all user types of the system
   5. A detailed network diagram
   6. Agency-Specific <<VENDOR PRODUCT>> Hardware Server Diagram.
   7. Agency-Specific <<VENDOR PRODUCT>> Server Roles Diagram
   8. Agency-Specific <<VENDOR PRODUCT>> Interface Diagram
   9. Agency-Specific <<VENDOR PRODUCT>> Data Flow Diagram
   10. Agency-Specific <<VENDOR PRODUCT>> Security Diagram

**Acceptance Process:**

* Upon completion of Deliverable 0.8, DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 0.9 Implementation Plan

**Statement of Work / Description**: VENDOR shall collaborate with DOC to develop an Implementation Plan. The Implementation Plan must detail, at a minimum, the implementation approach, logistics, support strategies, resources and checklists. The Data Conversion and Training Plan are subordinate plans within the Implementation Plan. The Implementation Plan must also include an on-going maintenance and support section which must fully address the transition and support structure from project to post-project life.

1. VENDOR shall provide content to DOC to assist in development of an overall Implementation Plan.
2. VENDOR shall provide DOC tools, templates, checklists and guidance to assist with the development of the Implementation Plan.
3. VENDOR shall confirm implementation activities, sequence, responsibilities, and due dates, and update as needed.
4. VENDOR shall collaborate with DOC to complete the Implementation Ready Assessment Checklist.
5. VENDOR shall collaborate with the DOC to develop a plan for environments needed for ongoing maintenance and support.

Expectations of DOC:

1. DOC shall lead in the development of the Implementation Plan in collaboration and coordination with VENDOR.
2. DOC shall make GO-NO GO Implementation decision utilizing the Implementation Ready Assessment checklist results.

Acceptance Criteria:

1. For the acceptance of this deliverable to occur, the Implementation Plan must be complete and contain:
   1. A Pilot Site implementation section to address approach, strategy and support structure for Pilot
   2. Implementation section to address implementation of remaining sites including approach, strategy and support structure
   3. Implementation Ready Assessment (Go Ahead Checklist)
   4. End User Startup Checklist
   5. A Post-Project section to address transition from project to production including maintenance and support approach, required environments, strategy and support structure
   6. An Executive Summary section

**Acceptance Process:**

* Upon completion of Deliverable 0.9, DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

# Phase 1: Project Planning and Setup

## Deliverable 1.a Project Kick Off

**Statement of Work / Description**: VENDOR shall coordinate with DOC to schedule an Initial Kickoff Meeting (optionally at the DOC office in Tumwater, WA), with the core planning team. VENDOR project manager shall lead the meeting. The Initial Kickoff Meeting must facilitate the introduction of VENDOR and DOC core project team members and set a common understanding and awareness of project objectives, scope, governance, schedule and project risks and issues.

1. VENDOR shall provide content to DOC for a detailed agenda five days in advance of the meeting, DOC shall finalize and send the agenda to invitees.
2. VENDOR and DOC Project Managers shall introduce Project Sponsors, Project Steering Committee, Core DOC and VENDOR team members.
3. VENDOR and DOC shall facilitate the meeting, discuss and further define the following:
4. Effective project communication and reporting relationships
5. Project vision, background, purpose and objectives, scope, approach and timeline
6. Project governance structure, project roles and responsibilities
7. Preliminary project plan including scope and schedule
8. Initial risk assessment to pinpoint high-risk or problem areas
9. Issue resolution process
10. Deliverable review process
11. Determining format and protocol for project status meetings

Additional items that may be discussed but not presented include:

1. Determining format for project status reports
2. Setting the schedule for meetings between representatives from the DOC and the contractor to develop the detailed project plan
3. VENDOR may be required to be onsite for this deliverable

**Expectations of DOC:**

1. DOC shall coordinate the logistics and co-facilitate the Kick-Off meeting.
2. DOC Project Sponsor and Project Team members shall participate in kick-off meeting.

**Acceptance Criteria:**

1. For the acceptance of this deliverable to occur, the Project Kickoff Meeting results in:
2. Facilitation of kickoff meeting utilizing a clearly defined agenda
3. An introduction of critical VENDOR and DOC resources assigned to the project
4. Review of Project Charter to include Project Governance and structure, roles and responsibilities, project purpose, objectives and scope
5. Review of communications approach and structure
6. Review and discussion of project risks and issues
7. Delivery of electronic summary of meeting (notes and lessons learned) from VENDOR 5 days following the meeting

**Acceptance Process:**

Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 1.b Final Integrated Project Management Plan

**Statement of Work / Description**: VENDOR shall participate, contribute, and collaborate with DOC, led by DOC’s project manager, to develop a Project Management Plan. The Project Management Plan is a component of the Project Plan, which is the single comprehensive plan for the project and is managed by DOC’s project manager. Management plans and work sessions establish the working relationship and project controls necessary for a successful project implementation. Clearly defined management plans create shared expectations and clear roles for the implementation. The Project Plan includes all components identified in the Acceptance Criteria below and the project management content referenced in the Contract.

1. VENDOR shall provide content to DOC for the sections of the Project Plan regarding all services, tasks, and products delivered by VENDOR.
2. VENDOR shall review Project Management Plan and provide feedback to DOC’s Project Manager.
3. VENDOR may be requested to be onsite to collaborate on this deliverable.

**Expectations of DOC:**

1. DOC shall draft the project management plan in collaboration with VENDOR.
2. DOC shall provide final approval of project management plan.

**Acceptance Criteria:**

1. For the acceptance of this deliverable to occur, the Project Management Plan must be complete and contain: (note: some of these items will have already been delivered pre-contract)
   1. The management plans to control scope, schedule, cost and quality, including variance
   2. The governance structure for the project
   3. An integrated change control process
   4. A process for accepting and approving deliverables including the signoff form to be used
   5. A quality management plan
   6. A Joint Resource plan
   7. Implementation plan
   8. A communication management plan
   9. A risk management plan
   10. An issue management plan
   11. Action Item management plan
   12. Procurement management plan
   13. Detailed Work Breakdown Structure and Project Schedule (refined from pre-contract)
   14. Project management plan approved by DOC Project Sponsor

**Acceptance Process:**

Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 1.c Final Training Management Plan

**Statement of Work / Description**: VENDOR shall participate, contribute, and collaborate with DOC led by DOC’s project manager to develop a Training Management Plan. This plan is an overarching plan that will be the basis for the End User Training planning to be delivered with each module. The Training Management Plan is a comprehensive management plan for the overall training and is managed by DOC’s Training Lead. The plan addresses the training approaches, the courses and materials to be delivered, the overall objectives and competencies, the schedule and the required resources and evaluation approaches. Almost all end user training for field users will likely be delivered through webinars and other virtual training modalities and not in-person. Internal staff will likely require in-person training.

1. VENDOR shall provide content to DOC in development of an overall training plan.
2. VENDOR shall provide details to DOC for following training activities, which will be provided by VENDOR throughout the project.

Expectations of DOC:

1. DOC, in collaboration with VENDOR, shall develop the Training Management Plan.
2. DOC shall identify, acquire and schedule resources required for training, including training locations, equipment, technical support, materials, and other logistics required for successful training.

Acceptance Criteria:

1. For the acceptance of this deliverable to occur, the Training Management Plan must contain:
2. A section detailing trainings to be delivered by VENDOR must include training and knowledge management session descriptions, intended audience, training objectives and evaluation methods, which will be utilized to measure participant’s achieved understanding and obtained competencies
3. A section describing the agreed upon high-level timing and approach for the DOC to deliver Statewide end user training
4. An Executive Summary section

**Acceptance Process:**

Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 1.d Final Test Management Plan

**Statement of Work / Description**: DOC shall develop a Testing Management Plan by collaborating with and gathering input from VENDOR. The Plan is a comprehensive management plan for the overall testing activities and defines methodology, strategies, tools, logistics, quality standards and readiness criteria, and details specific responsibilities that will be the basis for specific testing plans that will be created/delivered with each module.

1. VENDOR shall provide content to DOC in development of an overall testing plan.
2. VENDOR shall collaborate with DOC in the development of the Testing Plan.
3. VENDOR shall provide a matrix for bug classification and prioritization.
4. VENDOR shall provide a schedule for issues reporting and error correction cycle dates.

Expectations of DOC:

1. DOC shall lead the development of the Testing Management Plan.

Acceptance Criteria:

1. For the acceptance of this deliverable to occur, the Testing Plan must contain sections within the plan that include:
2. An outline of the approaches and strategies to be utilized for testing the respective areas of functional requirements, technical requirements, federal and state reporting requirements, interfaces, data conversion and business processes
3. Test case template
4. Sample Quality standards and readiness criteria assessments for move to pilot and move to full implementation as part of a Pilot Ready Assessment checklist and evaluation.
5. Sample Success criteria standards and data quality standards for statistical comparisons and federal reporting comparisons at a minimum
6. Issues and defect reporting approach and template, prioritization methodology and issues and defect resolution approach

**Acceptance Process:**

Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 1.e Final Technical Architecture and System Hosting Plan

**Statement of Work / Description:**

VENDOR shall collaborate with the DOC to provide DOC a System Hosting and Maintenance Plan. The System Hosting and Maintenance Plan will detail the hosting environments and data security standards <<VENDOR PRODUCT>> in the DOC or VENDOR technical environment.

1. VENDOR shall provide DOC with input to <<VENDOR PRODUCT>> covering hosting requirements during the project phase and also post-implementation and in production. The hosting plan will take into account uptime requirements, disaster recovery and restore requirements, data security, real time and batch interfaces to DOC hosted services, access to analytical data, and access to imaging.

**Expectations of DOC:**

1. DOC shall provide standards and guidelines for variables impacting <<VENDOR PRODUCT>> hosting.
2. DOC shall lead the development of the Technical Architecture and System Hosting Plan.

**Acceptance Criteria**:

1. For the acceptance of this deliverable to occur, the System Hosting and Maintenance Plan document must contain:
   1. A list and description of all required server hardware and software or a description of the virtual environment requirements
   2. A detailed disaster recovery plan
   3. A detailed data security plan and data center requirements and standards
   4. A detailed user access plan showing security measures for all user types of the system (DOC, Prisons, Corrections Officers, Other law enforcement entities.
   5. Agency-Specific <<VENDOR PRODUCT>> Hardware Server Diagram
   6. Agency-Specific <<VENDOR PRODUCT>> Server Roles Diagram
   7. Agency-Specific <<VENDOR PRODUCT>> Interface Diagram

**Acceptance Process:**

Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 1.f System Documentation

**Statement of Work:** VENDOR shall provide electronic access to the <<VENDOR PRODUCT>> Relational Data Model and Data Dictionary. These resources are accessible via <<>>. The Data Model must consist of a series of cascading visual models. The multiple levels of the model must provide an overview as well as the detail of each functional area. The levels must allow for navigation by selecting different subject areas. The <<VENDOR PRODUCT>> database must follow specific table and field naming standards that are clearly documented and also accessible via <<>> to the DOC. The data model must represent the core software. In addition to providing access to the Data Model, VENDOR shall provide Data Model orientation to DOC staff in preparation for data mapping and interface design work sessions.

1. VENDOR shall provide DOC information to access relational data model and data dictionary.
2. VENDOR shall provide DOC data model orientation within the context of the <<VENDOR PRODUCT>> data model.

**Expectations of DOC:**

1. DOC shall provide VENDOR with the names of staff who will require access to VENDOR’s <<documentation website>>.
2. DOC shall attend Data Model orientation.

**Acceptance Criteria**:

1. For the acceptance of this deliverable to occur, the Relational Data Model or other *<<VENDOR PRODUCT>>* system documentation must:
   1. Contain a graphical representation of data relationships, such as entity types, sub/super types, constraints, attributes, unique identifiers
   2. Identify the data integrity constraints to include data sources, existing tables, new tables, imports or extracts
   3. Identify required database indexes
   4. Represent the core system
2. For the acceptance of this deliverable to occur, the data dictionary must contain:
   1. Clearly identified table and field names
   2. A definition for each data element
   3. Default values, object data types, field lengths, primary key designation and foreign key designation including foreign table lineage
   4. Represent the core system

**Acceptance Process:**

* Upon completion of Deliverable, DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 1.g Data Conversion Analysis

**Statement of Work / Description**: VENDOR shall conduct data mapping work sessions and document differences between the DOC’s legacy data and ***<<VENDOR PRODUCT>>***.

1. VENDOR shall conduct on-site or virtual data mapping orientation work sessions.
2. By collaborating and gathering input from DOC, VENDOR shall inventory legacy data for legacy systems.
3. VENDOR may be required to be onsite for part of the work for this deliverable.

Expectations of DOC:

1. DOC shall collaborate with VENDOR to inventory legacy system data elements.

Acceptance Criteria:

For the acceptance of this deliverable to occur, the Data Conversion Analysis must result in:

1. An inventory of legacy system data elements.
2. A list of legacy data elements that are not in core <<VENDOR PRODUCT>>.

**Acceptance Process:**

* Upon completion of Deliverable, DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 1.h Interface Analysis

**Statement of Work / Description**: VENDOR shall lead efforts and collaborate with DOC during analysis of the interfaces.

1. VENDOR shall review current processes and interfaces with DOC and confirm definition, scope (as defined in Statement of Work) and technical approach with DOC for each interface.
2. VENDOR shall update customizations list to <<VENDOR PRODUCT>> required to implement interfaces (as defined in Statement of Work).
3. VENDOR shall conduct interface analysis work sessions and document current processes and interfaces.
4. VENDOR may be required to be onsite for part of the work for this deliverable.

Expectations of DOC:

1. DOC shall participate in analysis work sessions.
2. DOC shall provide technical resources and subject matter experts, who will participate in analysis discussions.

Acceptance Criteria:

1. For the acceptance of this deliverable to occur, the <<aa>> Interface Analysis work effort must result in:
   1. Confirmed technical approach and requirements for interface between <<VENDOR PRODUCT>> and DOC’s <<aa>>.
   2. List of customizations to <<VENDOR PRODUCT>> identified during analysis that are required to implement the interface.

**Acceptance Process:**

* Upon completion of Deliverable, DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 1.i Final Architectural Analysis Document

Statement of Work: VENDOR shall work with DOC to provide a technical understanding of how the <<VENDOR PRODUCT>> application will be incorporated into DOC’s designated technical infrastructure and how the State restricted confidential data will be safeguarded and accessed by only authorized users of the system.

1. VENDOR shall consult with DOC to accurately document details of the DOC designated infrastructure, including networks, servers, and personal computers.
2. VENDOR shall provide preferred approach, lesson learned and best practices for Application Load Test
3. VENDOR shall provider any documentation needed to support a required Security Design Review (SDR) conducted with the Office of Cyber Security (OCS) at WaTech.
4. VENDOR may be required to be onsite for part of the work for this deliverable.

**Expectations of DOC:**

1. DOC shall identify staff to actively participate in the architectural analysis efforts.
2. DOC shall lead introduction of an OCS Design review with WaTech.
3. DOC shall provide approach and standards for an Application Load Test.
4. DOC shall identify security requirements for access to the <<VENDOR PRODUCT>> for each type of system user.

**Acceptance Criteria**:

1. For the acceptance of this deliverable to occur, the Architectural Analysis document must contain:
   1. An introduction and overview, describing the contents of the document.
   2. A table depicting the DOC’s Networking Structure, including locations, users, bandwidth, and utilization.
   3. An analysis that includes risks analysis, risk rating and recommended action by the DOC. The analysis shall include the following topics:
      1. Network Structure – Internet
      2. Network Structure – LAN
      3. Network Structure – Logical – IP Addressing
      4. Network Structure – Logical – Protocols
      5. Network Data Centers
      6. Network – VPN Access
      7. Network Security
      8. User access security plan
      9. Servers
      10. Personal computers
      11. Staff Readiness
   4. Planned Network Topology diagram

**Acceptance Process:**

* Upon completion of Deliverable, DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 1.j Procurement and Acquisition Plan (or cloud hosting plan)

**Statement of Work / Description:**

VENDOR shall provide DOC with a Procurement and Acquisition Plan. The Procurement and Acquisition Plan will detail the necessary hardware and software requirements to support <<VENDOR PRODUCT>> in DOC’s technical environment.

1. VENDOR shall provide DOC a list of proposed hardware and software required to operate <<VENDOR PRODUCT>> during the implementation and in production.

**Expectations of DOC:**

1. DOC shall provide a procurement timeline that projects the expected time required to purchase and install the hardware required for <<VENDOR PRODUCT>> system installation.
2. All required hardware, software and PCs are provided by the DOC.

**Acceptance Criteria**:

1. For the acceptance of this deliverable to occur, the Procurement and Acquisition Plan document must contain:
   1. A list and description of all required server hardware and software.
   2. A list and description of all required end user PC hardware and software.

**Acceptance Process:**

Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

# Phase 2: Environment Setup and Product Installation

## Deliverable 2.a VENDOR Environment Installation

**Statement of Work / Description:** VENDOR shall install the <<VENDOR PRODUCT>> core application and provide access to authorized state users for the Development environment.

1. VENDOR shall install and configure <<VENDOR PRODUCT>> software on VENDOR’s servers for DOC’s initial development.
2. VENDOR shall provide DOC with a walkthrough of the OMS functionality in the VENDOR environment.

**Expectations of DOC:**

1. DOC shall provide any information required to set up this initial development environment.

**Acceptance Criteria**:

1. For the acceptance of this deliverable to occur, the installation and configuration work effort results in:
   1. A successful demonstration of the OMS functionality in the VENDOR environment.
2. For the acceptance of this deliverable to occur, system documentation must include:
   1. Valid login and passwords provided and utilized by DOC staff to successfully access VENDOR’s application.

**Acceptance Process:**

* Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 2.b DOC Environment Installation (replace if cloud solution)

**Statement of Work / Description:** VENDOR shall assist DOC with installation of <<VENDOR PRODUCT>> core application and VENDOR shall provide access to system documentation including release instructions.

1. VENDOR shall assist DOC with the installation and configuration of <<VENDOR PRODUCT>> software on DOC’s servers.
2. VENDOR shall provide to DOC all relevant technical and support documentation required to operate the <<VENDOR PRODUCT>> software.
3. VENDOR shall provide to DOC all relevant software licenses and license agreements for software required to operate <<VENDOR PRODUCT>>.

**Expectations of DOC:**

1. DOC shall have a resource assigned as a DOC Release Coordinator.
2. DOC shall procure and set up the infrastructure or interface components as agreed upon.
3. DOC shall participate in the installation and technical configuration of <<VENDOR PRODUCT>> including all configurations to state interfaces and user access gateways.

4. DOC shall provide VENDOR with secure remote access to mutually agreed upon DOC’s systems.

**Acceptance Criteria**:

1. For the acceptance of this deliverable to occur, the installation and configuration work effort results in:
   1. A successful demonstration of all appropriate functionality and operations of the system commensurate with a standard production setting
   2. A successful demonstration of the system’s ability to accept test data and provide an accurate reporting output
2. For the acceptance of this deliverable to occur, system documentation must include:
   1. Delivery of system documentations
   2. Access to detailed and repeatable instructions to accomplish installation, system and administrative procedures
3. DOC’s Release Coordinator was included in all relevant aspects of the installation.

**Acceptance Process:**

* Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

# 

# Phase 3: Functional Release 1 (repeat for each functional release)

## Deliverable 3.a Analysis/Configuration Functional Release 1

VENDOR shall lead efforts and collaborate with DOC to design screens, business rules, workflows, inputs, outputs and functionality for this module. VENDOR may be required to be onsite for part of the work for this deliverable.

| **Statement of Work / Description:** | **Expectations of VENDOR:** | **Expectations of DOC:** | **Deliverable Acceptance Criteria:** |
| --- | --- | --- | --- |
| * + 1. Detailed Design Specification | 1. VENDOR shall supply sample Design template. 2. VENDOR shall confirm functional/technical approach with DOC. 3. VENDOR shall review and confirm with DOC any configurations and customizations to <<VENDOR PRODUCT>> required to implement. 4. VENDOR shall iteratively develop detailed design specifications for each module with DOC. 5. VENDOR shall collaborate with DOC to finalize specifications and designs. | 1. DOC shall participate in <<VENDOR PRODUCT>> work sessions. 2. DOC shall provide forms and other documents as required. 3. DOC shall complete the template documents with the DOC configuration decisions. 4. DOC shall make timely decisions about configuration options. 5. DOC shall confirm detailed design specifications. 6. DOC shall provide technical resources and subject matter experts, who will assist and collaborate with issue and decision resolution. | 1. Confirmed detailed design specifications. |
| * + 1. Workflow Specification | 1. VENDOR shall confirm technical approach with DOC. 2. VENDOR shall review and confirm with DOC any configurations and customizations to <<VENDOR PRODUCT>> required to implement. 3. VENDOR shall develop workflow specification for each module with DOC. 4. VENDOR shall collaborate with DOC to finalize specifications and designs. | 1. DOC shall participate in <<VENDOR PRODUCT>> work sessions. 2. DOC shall provide forms and other documents as required 3. DOC shall complete the template documents with the DOC configuration decisions. 4. DOC shall make timely decisions about configuration options. 5. DOC shall confirm workflow specifications 6. DOC shall provide technical resources and subject matter experts, who will assist and collaborate with issue and decision resolution. | 1. Confirmed workflow specifications. |
| * + 1. Printed outputs Specification | 1. VENDOR shall confirm technical approach with DOC. 2. VENDOR shall review and confirm with DOC any configurations and customizations to <<VENDOR PRODUCT>> required to implement. 3. VENDOR shall develop output specification for each module with DOC. 4. VENDOR shall collaborate with DOC to finalize specifications and designs. | 1. DOC shall participate in <<VENDOR PRODUCT>> work sessions. 2. DOC shall provide forms and other documents as required. 3. DOC shall complete the template documents with the DOC configuration decisions. 4. DOC shall make timely decisions about configuration options. 5. DOC shall confirm output specifications. 6. DOC shall provide technical resources and subject matter experts, who will assist and collaborate with issues and decision resolution. | 1. Confirmed output specifications. |

**Payment Acceptance Deliverables:** To be negotiated.

**Acceptance Process:**

* Upon completion of Deliverables DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 3. b. Develop & Delivery (delivery 1)

and repeated for remaining functionality.

VENDOR and DOC together will work to configure <<VENDOR PRODUCT>> in the functional area of Functional Release 1, Delivery 1

| **Statement of Work / Description:** | **Expectations of VENDOR:** | **Expectations of DOC:** | **Deliverable Acceptance Criteria:** |
| --- | --- | --- | --- |
| * + 1. Confirm specifications | 1. VENDOR shall complete detailed design, based on the specifications and review the detailed design with DOC. | 1. DOC shall confirm final specifications. | 1. Confirmed final specifications. |
| * + 1. Develop Prototype (iterative) | 1. VENDOR shall iteratively create data screens including validations, edits, business rules, user roles data fields, and related functionality for DOC data entry, audit, workflow, communication and other related functions. 2. VENDOR shall work collaboratively with DOC to understand and complete the configurations and development. | 1. DOC shall participate in <<VENDOR PRODUCT>> configuration work sessions. 2. DOC shall make timely decisions about configuration options to support the project schedule. 3. DOC shall interact with, review, and provide feedback on all prototype iterations. | 1. Acceptance of all requirements as defined in Business Requirements and subsequent design documents accounting for additional discovery during work sessions. |
| * + 1. Accept Prototype | 1. VENDOR shall deliver final prototype for DOC review and acceptance. 2. VENDOR shall respond to requests for correction in the final prototype. | 1. DOC shall interact with, review, and provide feedback to contribute to the completion of final prototype. | 1. Prototype is functional where DOC user can see all data fields, navigate, save data, and workflow is executable from end to end. 2. Accept final prototype and authorize move to final development. |
| * + 1. Final Development | 1. VENDOR shall iteratively create data screens including validations, edits, business rules, user roles data fields, and related functionality for DOC data entry, audit, workflow, communication and other related functions. 2. VENDOR shall work collaboratively with DOC to understand and complete the configurations and development. | 1. DOC shall participate in <<VENDOR PRODUCT>> work sessions. 2. DOC shall respond in a timely fashion to remaining questions and clarification from vendor. | 1. Acceptance of all requirements as defined in Business Requirements and subsequent design documents and accepted prototype accounting for additional discovery during work sessions. |
| * + 1. Delivery | 1. VENDOR shall deliver final product for DOC review and acceptance. 2. VENDOR shall demonstrate final product to DOC. 3. VENDOR shall respond to requests for modification or correction in the final code/product. | 1. DOC shall review final delivered product. | 1. Accepted demonstration of the final product. |
| * + 1. Approve to move to Test & Acceptance |  | 1. DOC shall approve delivered module as complete. 2. DOC shall prepare for this module to move to the test phase. | 1. Accept final module delivery and authorize move to Test phase. |

**Payment Acceptance Deliverables:** To be negotiated.

**Acceptance Process:**

* Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 3.c Workflow Prototype

VENDOR and DOC together will work to configure <<VENDOR PRODUCT>> in the functional area of Workflows

| **Statement of Work / Description:** | **Expectations of VENDOR:** | **Expectations of DOC:** | **Deliverable Acceptance Criteria:** |
| --- | --- | --- | --- |
| * + 1. Confirm specifications | 1. VENDOR shall complete detailed design, based on the specifications and review the detailed design with DOC. | 1. DOC shall confirm final specifications. | 1. Confirmed final specifications. |
| * + 1. Develop Prototype (iterative) | 1. VENDOR shall iteratively create data screens including validations, edits, business rules, user roles data fields, and related functionality for DOC data entry, audit, workflow, communication and other related functions. 2. VENDOR shall work collaboratively with DOC to understand and complete the configurations and development. | 1. DOC shall participate in <<VENDOR PRODUCT>> configuration work sessions. 2. DOC shall make timely decisions about configuration options to support the project schedule. 3. DOC shall interact with, review, and provide feedback on all prototype iterations. | 1. Acceptance of all requirements as defined in Business Requirements and subsequent design documents accounting for additional discovery during work sessions. |
| * + 1. Accept Prototype | 1. VENDOR shall deliver final prototype for DOC review and acceptance. 2. VENDOR shall respond to requests for correction in the final prototype. | 1. DOC shall interact with, review, and provide feedback to contribute to the completion of final prototype. | 1. Prototype is functional where DOC user can see all data fields, navigate, save data, and workflow is executable from end to end. 2. Accept final prototype and authorize move to final development. |
| * + 1. Final Development | 1. VENDOR shall iteratively create data screens including validations, edits, business rules, user roles data fields, and related functionality for DOC data entry, audit, workflow, communication and other related functions. 2. VENDOR shall work collaboratively with DOC to understand and complete the configurations and development. | 1. DOC shall participate in <<VENDOR PRODUCT>> work sessions. 2. DOC shall respond in a timely fashion to remaining questions and clarification from vendor. | 1. Acceptance of all requirements as defined in Business Requirements and subsequent design documents and accepted prototype accounting for additional discovery during work sessions. |
| * + 1. Delivery | 1. VENDOR shall deliver final product for DOC review and acceptance. 2. VENDOR shall demonstrate final product to DOC. 3. VENDOR shall respond to requests for modification or correction in the final code/product. | 1. DOC shall review final delivered product. | 1. Accepted demonstration of the final product. |
| * + 1. Approve to move to Test & Acceptance |  | 1. DOC shall approve delivered module as complete. 2. DOC shall prepare for this module to move to the test phase. | 1. Accept final module delivery and authorize move to Test phase. |

**Payment Acceptance Deliverables:** To be negotiated.

**Acceptance Process:**

* Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 3.d Data Conversion

**Statement of Work / Description**: VENDOR shall develop a Data Design and Mapping Document by collaborating with and gathering input from DOC. The Data Conversion Design and Mapping Document contains the agreed data conversion conceptual design and data mapping. VENDOR shall have primary responsibility for programming, technical testing, installation of the data conversion programs, and conversion of DOC’s data into <<VENDOR PRODUCT>>. VENDOR shall deliver and demonstrate incrementally to DOC the data conversion programs and resulting migrated data to validate designs and mappings. The process will be incrementally refined and repeated until the Data Migration reaches mutually acceptable success percentages.

| **Statement of Work / Description:** | **Expectations of VENDOR:** | **Expectations of DOC:** | **Deliverable Acceptance Criteria:** |
| --- | --- | --- | --- |
| * + 1. Design | 1. By collaborating and gathering input from DOC, VENDOR shall document noted differences between DOC’s historical data and current data. 2. By collaborating and gathering input from DOC, VENDOR shall identify and reach a strategy which must be used to obtain and convert data elements needed within <<VENDOR PRODUCT>> but not found in DOC’s legacy data. 3. By collaborating and gathering input from DOC, VENDOR shall map data elements from the legacy systems to <<VENDOR PRODUCT>>. Considerations must be documented for differences in definitions (use, type, and length), differences in lookup values, and elements not present in <<VENDOR PRODUCT>>. 4. By collaborating and gathering input from DOC, VENDOR shall review and finalize data mapping. 5. By collaborating and gathering input from DOC, VENDOR shall develop a full conceptual data conversion design to include historical inconsistencies, testing approach, cut-over scheduling, and error correction. 6. By collaborating and gathering input from DOC, VENDOR shall define legacy Data Extract layouts. 7. VENDOR shall verify that extracts are at least 90% complete and accurate and sufficient to begin Data Conversion Development activities. 8. VENDOR may be required to be onsite for part of the work this deliverable. | 1. DOC shall collaborate with VENDOR to map data elements from legacy systems to <<VENDOR PRODUCT>> data structure. 2. DOC shall provide data extracts in mutually agreed formats from legacy system to use in mapping and validating data integrity. 3. DOC shall collaborate with vendor to determine and reach a mutually agreed upon resolution for data elements collected in DOC’s legacy system but not in <<VENDOR PRODUCT>>, data elements in <<VENDOR PRODUCT>> but not collected in DOC’s legacy systems, data historical discrepancies, differences in lookup values and mapping them. 4. DOC shall participate, review and provide feedback to VENDOR on the data conversion conceptual design. | 1. For the acceptance of this deliverable to occur, the Data Conversion Design document must: 2. Include agreed upon data mapping including all DOC’s legacy data to corresponding <<VENDOR PRODUCT>> data elements with an outline of differences in definitions and missing <<VENDOR PRODUCT>> data elements 3. Include the agreed upon and approved conceptual design 4. Include the legacy data extract design 5. Acceptance of all requirements as defined in Business Requirements accounting for additional discovery during work sessions |
| * + 1. Data Conversion ETL Development | 1. VENDOR shall utilize completed Data Conversion Plan to develop the data conversion programs. 2. By collaborating and gathering input from DOC, VENDOR creates Extract, Transform, Load routines. 3. VENDOR shall conduct thorough technical testing of programs using actual data extracts, make corrections as needed, and update all associated Technical Documentation. 4. VENDOR shall prepare all data conversion programs into periodic releases. 5. VENDOR shall make the incremental releases of the converted data available for DOC to review. 6. VENDOR shall incrementally facilitate work sessions with DOC to resolve issues throughout the Development Phase. | 1. DOC shall provide data exports of DOC’s legacy data as mutually agreed upon and contained within the data conversion conceptual design. 2. DOC shall upload data extract to <<agreed location>> site for data conversion. 3. DOC shall conduct data cleaning activities as outlined in Data Conversion Plan. 4. DOC shall coordinate, collaborate and participate with VENDOR throughout the incremental data conversion work effort. | 1. For the acceptance of this deliverable to occur, the Data Conversion work effort must result in: 2. Data conversion programs built by VENDOR and utilized to convert DOC’s data into <<VENDOR PRODUCT>> test environment 3. 90% of records are imported into <<VENDOR PRODUCT>> 4. DOC’s converted data into <<VENDOR PRODUCT>> test environment via a repeatable process, which must be utilized for production environment 5. Acceptance of all requirements as defined in Business Requirements accounting for additional discovery during work sessions |
| * + 1. Data Conversion of functional Area for system testing | 1. VENDOR shall utilize completed Data Conversion Plan to develop the data conversion programs. 2. By collaborating and gathering input from DOC, VENDOR shall research and resolve issues uncovered during development. 3. VENDOR shall install the data conversion programs and convert data according to the strategies identified in the Data Conversion Plan. | 1. DOC shall provide data exports of DOC’s legacy data as mutually agreed upon and contained within the data conversion conceptual design. 2. DOC shall upload data extract to <<agreed location>> site for data conversion. 3. DOC shall complete data cleaning activities as outlined in Data Conversion Plan. 4. DOC shall coordinate, collaborate and participate with VENDOR throughout the incremental data conversion work effort. | 1. For the acceptance of this deliverable to occur, the Data Conversion work effort must result in: 2. 95% of records are imported into <<VENDOR PRODUCT>> 3. Acceptance of all requirements as defined in Business Requirements accounting for additional discovery during work sessions |
| * + 1. End User Validation | 1. By collaborating and gathering input from DOC, VENDOR shall research and resolve issues uncovered during development. | 1. DOC shall coordinate data validation with assigned end users of the system using a defined sampling of records that represent various data scenarios. This sampling may be expanded from previous efforts. 2. DOC shall validate records imported into <<VENDOR PRODUCT>>. This validation confirms that data values converted properly; that data is in the correct field, is calculated or translated correctly, and appears to be correct and issuable as compared with the legacy system. 3. DOC shall conduct cleansing activities as defined in the Data Conversion Management Plan. 4. DOC shall coordinate, collaborate and participate with VENDOR throughout the incremental data conversion work effort. | 1. For the acceptance of this deliverable to occur, the Data Conversion work effort must result in: 2. successful End User Validation of 95% of records imported into <<VENDOR PRODUCT>> 3. Acceptance of all requirements as defined in Business Requirements accounting for additional discovery during work sessions |
| * + 1. Data Conversion Finalization | 1. By collaborating and using strategies identified in the Data Conversion Management Plan, the VENDOR will refine the data conversion and the DOC will conduct cleansing activities so 100% of records are imported into <<VENDOR PRODUCT>>. 2. DOC shall coordinate data validation with assigned end users of the system using an expanded sampling of records that represent various data scenarios. This sampling may be expanded from previous efforts. 3. VENDOR shall update the data model to include core <<VENDOR PRODUCT>> changes that are a result of enhancements developed as part of this SOW. | 1. DOC shall validate records imported into <<VENDOR PRODUCT>>. This validation confirms that data values converted properly; that data is in the correct field, is calculated or translated correctly, and appears to be correct and issuable as compared with the legacy system. 2. DOC shall conduct cleansing activities as defined in the Data Conversion Management Plan. 3. DOC shall coordinate, collaborate and participate with VENDOR throughout the incremental data conversion work effort. | 1. For the acceptance of this deliverable to occur, the Data Conversion work effort must result in: 2. End User Validation of 100% of records imported are into <<VENDOR PRODUCT>> and the Conversion is ready for formal test. 3. Acceptance of all requirements as defined in Solution Requirements accounting for additional discovery during work sessions. |

**Payment Acceptance Deliverables:** To be negotiated.

**Acceptance Process:**

* Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 3.e Analysis/Design/Development Interfaces

VENDOR and DOC together will work to design and develop interfaces necessary for full functionality of <<VENDOR PRODUCT>> in the functional area of Functional Release 1.

| **Statement of Work / Description:** | **Expectations of VENDOR:** | **Expectations of DOC:** | **Deliverable Acceptance Criteria:** |
| --- | --- | --- | --- |
| * + 1. Interface Specification | 1. VENDOR shall facilitate work sessions for this deliverable. 2. VENDOR shall confirm functional/technical approach with DOC. 3. VENDOR shall review and confirm with DOC all customizations to <<VENDOR PRODUCT>> required to implement interfaces. 4. VENDOR shall collaborate with DOC to develop interface design specifications for each Interface. 5. VENDOR shall collaborate with DOC to finalize specifications and designs. | 1. DOC shall participate in <<VENDOR PRODUCT>> work sessions. 2. DOC shall provide forms and other documents as required. 3. DOC shall complete the template documents with the DOC configuration decisions. 4. DOC shall make timely decisions about design options. 5. DOC shall confirm interface design specification. 6. DOC will provide licenses to any third-party software that is required for the Interface. 7. DOC shall provide technical resources and subject matter experts, who will assist and collaborate with issues and decision resolution. | 1. Acceptance of technical design specifications. |
| * + 1. Develop & Delivery |  |  |  |
| * + - 1. Interface 1   (Repeat for each interface) | 1. VENDOR shall deliver final interface for DOC review and acceptance. 2. VENDOR shall demonstrate final product to DOC. 3. VENDOR shall respond to requests for correction in the final product. | 1. DOC shall participate in <<VENDOR PRODUCT>> work sessions. 2. DOC shall provide technical resources and subject matter experts, who will assist and collaborate with issues and decision resolution. 3. DOC shall review final delivered product. | 1. Interface is functional where DOC user can execute an action that uses the interface without user intervention. 2. Accept final product and authorize move to test. |
| * + - 1. Identity management (if needed for interfaces) | 1. VENDOR shall deliver final interface for DOC review and acceptance. 2. VENDOR shall demonstrate final product to DOC. 3. VENDOR shall respond to requests for correction in the final product. | 1. DOC shall participate in <<VENDOR PRODUCT>> work sessions. 2. DOC shall provide technical resources and subject matter experts, who will assist and collaborate with issues and decision resolution. 3. DOC shall review final delivered product. | 1. Interface is functional where DOC users can access the application via Secure Access Washington (non-DOC users) and Active Directory (DOC users). 2. Accept final product and authorize move to test. |
| * + 1. Approve |  | 1. DOC shall prepare for Interfaces to move to the test phase. |  |

**Payment Acceptance Deliverables:** To be negotiated.

**Acceptance Process:**

* Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 3.f Functional Testing

VENDOR shall participate, contribute and collaborate with DOC throughout functionality, Interface, and End to End testing. DOC shall develop test scripts to be utilized by DOC to test the configuration options, overall functional and technical aspects of the system, federal reporting, general reporting and business rules. Functionality testing must follow approach and structure as outlined in Testing Management Plan. VENDOR may be required to be onsite for part of the work for this deliverable.

| **Statement of Work / Description:** | **Expectations of VENDOR:** | **Expectations of DOC:** | **Deliverable Acceptance Criteria:** |
| --- | --- | --- | --- |
| * + 1. Planning | 1. VENDOR shall coordinate and collaborate with DOC to schedule all testing activities. 2. VENDOR shall provide tools (<tools>, performance testing scripts if available) and test case templates and reporting formats for use during testing. 3. Vendor shall provide proof of internal test results prior to delivery. | 1. DOC shall collaborate with VENDOR in the development of the Testing Plan. | 1. For the acceptance of this deliverable to occur, the Testing Plan must contain sections within the plan that include: 2. An outline of the approaches and strategies to be utilized for testing the respective areas of functional requirements, technical requirements, federal and state reporting requirements, interfaces, data conversion and business processes 3. Test case template 4. Quality standards and readiness criteria assessments for move to pilot and move to full implementation as part of a Pilot Ready Assessment checklist and evaluation 5. Success criteria standards and data quality standards for statistical comparisons and federal reporting comparisons at a minimum 6. Issues and defect reporting approach and template, prioritization methodology and issues and defect resolution approach 7. Vendor shall provide proof of internal test results prior to delivery. |
| * + 1. Script development | 1. VENDOR will provide tools and test case templates and reporting formats for use during testing. 2. VENDOR shall collaborate with DOC in the development of test scripts. | 1. DOC shall create test cases for business processes. 2. DOC shall develop interface specific test cases and scripts for verifying and validating the system functions as expected per interface requirements. | 1. Completed test scripts that reflect DOC requirements and support all stages of testing. |
| * + 1. Execute Requirements testing | 1. VENDOR shall deliver scheduled releases or updates and assist DOC with installation. 2. VENDOR shall provide technical assistance with testing, verification, and classification of errors. 3. VENDOR shall correct validated errors based on priorities as outlined in Testing Management Plan. | 1. DOC shall review and refine existing test scripts. 2. DOC shall execute the previously developed test scripts and follow the Testing Management Plan methodology, timelines and protocols as outlined in the Testing Management Plan. | 1. For the acceptance of this deliverable to occur, the Functionality Testing effort must result in: 2. 95% of test scripts have been executed and passed without condition, 100% of the Critical severity and 90% of the Major severity errors identified and reported within agreed upon timeframes have been corrected, released to the DOC and DOC can successfully execute the associate script successfully |
| * + 1. Execute Interface testing | 1. VENDOR shall provide and install test-ready interfaces. 2. VENDOR shall provide internal test results. 3. VENDOR shall collaborate with DOC in the development of test cases and scripts. 4. VENDOR shall provide technical assistance with testing, verification, and classification of errors. 5. VENDOR shall correct errors based on priorities as outlined in Testing Management Plan. | 1. DOC shall review and refine existing test scripts. 2. DOC shall execute test cases and scripts and follow the Testing Management Plan methodology and protocols as outlined in the Testing Management Plan. | 1. For the acceptance of this deliverable to occur, the Interface testing effort must result in: 2. 95% execution of test scripts that verify and validate interfaces function as expected and data is transmitted and produce 3. 100% of the Critical severity and 90% of the Major severity errors identified and reported within agreed upon timeframes have been corrected, released to the DOC and DOC can successfully execute the associate script successfully |
| * + 1. Execute End to End (Integration) | 1. VENDOR shall deliver scheduled releases or updates and assist DOC with installation. 2. VENDOR shall provide technical assistance with testing, verification, and classification of errors. 3. VENDOR shall correct validated errors based on priorities as outlined in Testing Management Plan. | 1. DOC shall review and refine existing test scripts. 2. DOC shall execute the previously developed test scripts and follow the Testing Management Plan methodology, timelines and protocols as outlined in the Testing Management Plan. | 1. For the acceptance of this deliverable to occur, the Functionality Testing effort must result in: 2. 100% of test scripts executed that demonstrated system functionality in place which validated and verified requirements and adjusting business processed business processes 3. 100% of the Critical severity and 95% of the Major severity errors identified and reported within agreed upon timeframes have been corrected, released to the DOC and DOC can successfully execute the associate script successfully |
| * + 1. Approval to move to User Testing (field) |  | 1. DOC shall prepare the programs and data conversion processes to move to the User test phase. | 1. DOC acceptance of final programs and Data and authorize move to test. |
| * + 1. Execute User Testing | 1. VENDOR shall deliver scheduled releases or updates and assist DOC with installation. 2. VENDOR shall provide technical assistance with testing, verification, and classification of errors. 3. VENDOR shall correct validated errors based on priorities as outlined in Testing Management Plan. | 1. DOC shall review and refine existing test scripts. 2. DOC shall coordinate and collaborate with End Users to complete User Testing. 3. DOC shall execute the previously developed test scenarios and follow the Testing Management Plan methodology, timelines and protocols as outlined in the Testing Management Plan. | 1. For the acceptance of this deliverable to occur, the Functionality Testing effort must result in: 2. 100% of test scripts executed that demonstrated system functionality in place which validated and verified requirements and adjusting business processed business processes 3. 100% of the Critical severity and 100% of the Major severity errors identified and reported within agreed upon timeframes have been corrected, released to the DOC and DOC can successfully execute the associate script successfully |
| * + 1. Approve Test results and move to Pilot |  | 1. DOC shall prepare for this module to move to the Pilot phase. | 1. A completed Pilot Ready Assessment that is within acceptable standards as outlined in Testing Management Plan. |

**Payment Acceptance Deliverables:** To be negotiated.

**Acceptance Process:**

* Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 3.g System Testing

VENDOR shall participate, contribute, and collaborate with DOC in system testing. DOC shall develop test scripts to be utilized by DOC to test the overall system performance and technical aspects of the system. VENDOR and DOC shall conduct final application and at its discretion, infrastructure load tests. System testing must follow approach and structure as outlined in Testing Management Plan.

| **Statement of Work / Description:** | **Expectations of VENDOR:** | **Expectations of DOC:** | **Deliverable Acceptance Criteria:** |
| --- | --- | --- | --- |
| * + 1. Build performance test scripts/program | 1. VENDOR shall provide tools and test case templates and reporting formats for use during testing. 2. VENDOR shall collaborate with DOC in the development of test scripts. | 1. DOC shall create test cases for performance tests. | 1. Completed test scripts that reflect DOC system performance requirements. |
| * + 1. Execute Performance testing | 1. VENDOR shall provide technical assistance with testing, verification, and classification of errors. 2. VENDOR shall correct validated errors based on priorities as outlined in Testing Management Plan. | 1. DOC shall conduct application load test. 2. DOC may conduct infrastructure load test for the application. | 1. For the acceptance of this deliverable to occur, the System and Functionality Testing effort must result in: 2. Application load test that falls within acceptable standard range as outlined in Testing Management Plan. 3. If completed, Infrastructure load tests that falls within acceptable standard range as outlined in Testing Management Plan. |
| * + 1. Approve Test results and move to Pilot |  | 1. DOC shall prepare for this module to move to the Pilot phase. | 1. A completed Pilot Ready Assessment that is within acceptable standards as outlined in Testing Management Plan. |

**Payment Acceptance Deliverables:** To be negotiated.

**Acceptance Process:**

Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 3.h Functional Release 1 Training

VENDOR shall participate, contribute, and collaborate with DOC, led by DOC’s Training Lead, to develop an End User Training Plan. This single comprehensive document describes the Statewide End User Training strategy, requirements, preparation and logistics. It includes <<VENDOR PRODUCT>> training and any follow-up training. DOC business process subject matter experts shall collaborate with the DOC Training Lead to develop and deliver Business Practice training and materials. DOC Training Lead and trainers shall develop a schedule and registration process to ensure all Statewide End Users receive training shortly before they begin using <<VENDOR PRODUCT>> in production. VENDOR shall provide the <<VENDOR PRODUCT>> end user training workbook in electronic format. DOC Training staff will distribute training material to staff, schedule training facilities and trainers and conduct the training. DOC Training Lead will develop a strategy and identify resources for In-Office Follow-Up training. VENDOR will provide training to DOC staff identified as primary trainers. DOC staff will then train DOC end users.

DOC will take the lead in the authoring and delivery of this training with VENDOR providing technical assistance, guidance and mentoring.

DOC will conduct end user training to the Pilot site end users. This training is considered a dress-rehearsal for Statewide Implementation training.

| **Statement of Work / Description:** | **Expectations of VENDOR:** | **Expectations of DOC:** | **Deliverable Acceptance Criteria:** |
| --- | --- | --- | --- |
| * + 1. Planning | 1. VENDOR shall provide tools (if available), templates and collaborate with the DOC Training Lead during the development of the End User Training Plan. 2. VENDOR will provide feedback and recommendations on development of DOC Business Process Training. 3. VENDOR shall share Lessons Learned from other state implementations. (replicate in other deliverables) | 1. DOC shall lead development of the End User Training Plan. 2. DOC shall identify resources required for training, including training locations, equipment, technical support, materials and other logistics required for successful training. 3. DOC shall communicate the training schedule to DOC management and staff. | 1. For the acceptance of this deliverable to occur, the End User Training planning effort results in:    1. End User Training Plan    2. Schedule of training sessions    3. Plan for development of Business Practice training and materials    4. List of DOC trainers who will provide training to end users |
| * + 1. Develop training materials | 1. VENDOR shall provide DOC access to current version of the <<VENDOR PRODUCT>> training workbook. 2. VENDOR shall support and advise DOC with the content for the courses which were identified as end user training courses within the Training Plan 3. VENDOR shall share Lessons Learned from other state implementations. (replicate in other deliverables) | 1. DOC shall develop the content for the business process training. | 1. Completed Pilot and End User training materials. |
| * + 1. Train-the trainer | 1. VENDOR shall conduct *<<VENDOR PRODUCT>>* Train the Trainer Training for DOC Primary Trainers. 2. VENDOR shall provide DOC access to Trainer materials and tools. | 1. DOC shall attend and actively participate in Train the Trainer training. | 1. For the acceptance of this deliverable to occur, the Train the Trainer Training effort results in: Training Evaluation Summary Report based on standard electronic training evaluations completed by DOC attendees that rate the training, the presenter, the training materials and facility. The evaluation is optional for DOC participants. |
| * + 1. Train (Pilot) | 1. VENDOR shall provide DOC technical support during Pilot Site Training. | 1. DOC shall prepare, coordinate and conduct Pilot Site End User training according to approaches and strategies outlined in Training Plan. 2. DOC shall provide training environments including facilities, infrastructure and equipment needed for training. 3. DOC shall lead the Business Process and <<VENDOR PRODUCT>> Training for the Pilot site end users. 4. DOC shall prepare and provide copies of training materials for training participants. 5. DOC shall setup active user logins for pilot site end users in training environment. | 1. For the acceptance of this deliverable to occur, the Pilot Site End User Training effort results in: 2. Training material developed and utilized meet the quality content standards outlined in the Training Plan 3. Training Evaluation Summary Report based on standard electronic training evaluations completed by DOC attendees that rate the training, the presenter, the training materials and facility. The evaluation is optional for DOC participants 4. A lessons learned session which outlines approaches, material and strategies that worked well and need to be reinforced in the Statewide Training and approaches, content and strategies that need to be adjusted and changed for the Statewide Training |
| * + 1. Train (statewide) | 1. VENDOR shall provide DOC technical support during End User Training. 2. VENDOR shall review and provide feedback on any supplemental materials the DOC develops. | 1. DOC shall update and/or develop additional supplemental training material as needed. 2. DOC shall provide training environments including facilities, infrastructure and equipment needed for training. 3. DOC shall lead the Business Process and <<VENDOR PRODUCT>> Training for end users. 4. DOC shall prepare and provide copies of training materials for training participates. 5. DOC shall setup active user logins for end users in training environment. | 1. For the acceptance of this deliverable to occur, the End User Training effort results in: 2. Training material developed and utilized meet the quality content standards outlined in the Training Plan 3. Training Evaluation Summary Report based on standard electronic training evaluations completed by DOC attendees that rate the training, the presenter, the training materials and facility. The evaluation is optional for DOC participants 4. A lessons learned document which outlines approaches, material and strategies that worked well and need to be reinforced in the training and approaches, content and strategies that need to be adjusted and changed for the future Training |
| * + 1. Administrator Training | 1. VENDOR shall provide Administrator Training Material. 2. VENDOR shall lead Administrator training. | 1. DOC shall provide training environments including facilities, infrastructure and equipment needed for training. 2. DOC shall prepare and provide copies of training materials for training participates. 3. DOC shall setup and active user logins for end users in training environment. | 1. For the acceptance of this deliverable to occur, the Administrator Training effort results in: 2. Training material developed and utilized meet the quality content standards outlined in the Training Plan 3. Training Evaluation Summary Report based on standard electronic training evaluations completed by DOC attendees that rate the training, the presenter, the training materials and facility. The evaluation is optional for DOC participants |

**Payment Acceptance Deliverables:** To be negotiated.

**Acceptance Process:**

Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 3.i.Functional Release 1 Implementation

VENDOR shall collaborate with DOC to develop an implementation plan. The Implementation Plan must detail, at a minimum, the implementation approach, logistics, support strategies, resources and checklists. The Training Plan is a subordinate plan within the Implementation Plan. The Implementation Plan must also include a transition plans and on-going maintenance and support section which must fully address the transition and support structure from project to post-project life.

VENDORshallparticipate, contribute, and collaborate with DOC in a pilot test of the system for a minimum of a one-week period. The Pilot Test will involve a minimum of one location using a pseudo-production environment. The Pilot Test site(s) must use <<VENDOR PRODUCT>> in parallel with legacy systems. The parallel tests must validate the business operation, including interface processing and reporting. The Pilot Test must enable DOC to directly compare reports and processes. The Pilot Test must validate the success of the end user training curriculum, new business practices, support desk procedures, <<VENDOR PRODUCT>> and interfaces.

VENDOR shall participate, contribute and collaborate with DOC to move <<VENDOR PRODUCT>> and reporting components to production. The tested and accepted version of <<VENDOR PRODUCT>> and reporting components are moved to the production servers, interfaces are activated, and remaining implementation tasks are completed. There is a single cutover to production and all users can begin using the system.

VENDOR may be required to be onsite for part of the work for this deliverable.

| **Statement of Work / Description:** | **Expectations of VENDOR:** | **Expectations of DOC:** | **Deliverable Acceptance Criteria:** |
| --- | --- | --- | --- |
| * + 1. Implementation Plan | 1. VENDOR shall provide content to DOC to assist in development of an overall Implementation Plan. 2. VENDOR shall provide DOC tools (if available), templates, checklists and guidance to assist with the development of the Implementation Plan. 3. VENDOR shall confirm implementation activities, sequence, responsibilities, and due dates, and update as needed. 4. VENDOR shall collaborate with DOC to complete the Pilot or Implementation Readiness Assessment Checklist. 5. VENDOR shall collaborate with the DOC to develop a plan for environments needed for ongoing maintenance and support | 1. DOC shall lead in the development of the Implementation Plan in collaboration and coordination with VENDOR. 2. DOC shall make GO-NO GO Implementation decision utilizing the Implementation Ready Assessment checklist results. | 1. For the acceptance of this deliverable to occur, the Implementation Plan must be complete and contain:    1. A Pilot Site implementation section to address approach, strategy and support structure for Pilot    2. Implementation section to address statewide implementation including approach, strategy and support structure    3. Implementation Ready Assessment for Pilot and Production    4. End User Startup Checklist |
| * + 1. Pilot | 1. VENDOR shall conduct facilitated discussions confirming Pilot Readiness. 2. VENDOR shall resolve and implement Critical and Major classified issues identified from Pilot Test. 3. VENDOR shall publish an internal VENDOR Go Live support plan, to ensure that VENDOR has appropriate resources available for the cutover to production support. 4. VENDOR shall assist DOC to ensure all technical action items and tasks to move *<<VENDOR PRODUCT>>* are completed. 5. VENDOR shall provide technical and system support during the cutover to pilot. | 1. DOC shall have a staff person assigned as the Implementation Coordinator. 2. DOC shall review and validate all Go LIVE tasks and activities as outlined in Implementation Plan are updated and completed. 3. DOC shall implement the cutover to pilot, including final configurations, data conversion, and activating interfaces. 4. DOC shall complete GO LIVE communication strategies and tasks as outlined in the Implementation Plan. 5. DOC shall implement GO LIVE support structure as outlined in Implementation Plan to support GO LIVE period. | 1. For the acceptance of this deliverable to occur, the Pilot Test effort results in:    1. Pilot Site end users’ confirmation as to their awareness of the Pilot Test goals and objectives    2. Completed Pilot Ready Assessment    3. Reported and identified issues are documented and prioritized with respective fixes or corrective action plans identified and scheduled for resolution    4. All Critical and Major issues related to data conversion, interfaces and functionality required for full implementation are resolved and retested |
| * + 1. Approve statewide implementation and training |  | 1. DOC shall make GO-NO GO Implementation decision utilizing the Implementation Ready Assessment checklist results. | 1. Confirmed “GO” decision by Executive Sponsor |
| * + 1. Transition Plan | 1. VENDOR shall transition from Project Management structure to VENDOR Support structure. 2. VENDOR shall ensure that the project repository has current versions of all work products and supporting documentation. 3. VENDOR shall confirm Warranty end date with DOC. | 1. DOC shall create a Decommission plan for retiring the <name> system and a plan for archiving any remaining data. | 1. For the acceptance of this deliverable to occur, the Closing work effort results in: 2. Acceptance of VENDOR’S letter confirming the final update of the project repository 3. Support process tested to confirm DOC account is set up and DOC staff know how to use the process 4. Warranty end date aligns with contractual requirements |
| * + 1. Implementation | 1. VENDOR shall conduct facilitated discussions confirming Production Readiness. 2. VENDOR shall resolve and implement critical and high classified issues identified from Pilot Test. 3. VENDOR shall publish an internal VENDOR Go Live support plan, to ensure that VENDOR has appropriate resources available for the cutover to production support. 4. VENDOR shall assist DOC to ensure all technical action items and tasks to move *<<VENDOR PRODUCT>>* are completed. 5. VENDOR shall provide technical and system support during the cutover to production. | 1. DOC shall have a staff person assigned as the Implementation Coordinator. 2. DOC shall review and validate all Go LIVE tasks and activities as outlined in Implementation Plan are updated and completed. 3. DOC shall implement the cutover to production, including final configurations, and activating interfaces. 4. DOC shall complete GO LIVE communication strategies and tasks as outlined in the Implementation Plan. 5. DOC shall implement GO LIVE support structure as outlined in Implementation Plan to support GO LIVE period. | 1. For the acceptance of this deliverable to occur, the Statewide Implementation effort results in: 2. Successful conversion of data from DOC legacy systems 3. DOC end users are using <<VENDOR PRODUCT>> application and <<VENDOR PRODUCT>> Reporting components in production 4. <<VENDOR PRODUCT>> in production with production working interfaces 5. Resolved and implemented 100% all Critical Major, and Normal severity errors 6. Established a plan and schedule to resolve and implement 95% of the Minor severity errors within the first 90 calendar days of the Warranty Period |

**Payment Acceptance Deliverables:** To be negotiated.

**Acceptance Process:**

Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

# Phase 4 – ? (repeat for Additional Functional Areas if needed)

# Phase 7 – Data Analysis and Reporting Database

## Deliverable 7.a Data Analysis Database – Production Copy

VENDOR shall design, develop and release a Database to be used as a Data Analysis Database.

| **Statement of Work / Description:** | **Expectations of VENDOR:** | **Expectations of DOC:** | **Deliverable Acceptance Criteria:** |
| --- | --- | --- | --- |
| * + 1. Detailed Design Specifications | 1. VENDOR shall confirm functional/technical approach with DOC. 2. VENDOR shall iteratively develop detailed design specification for this module with DOC. 3. VENDOR shall collaborate with DOC to finalize specifications and designs. | 1. DOC shall participate in <<VENDOR PRODUCT>> work sessions. 2. DOC shall make timely decisions about configuration options. 3. DOC shall confirm detailed design specification. 4. DOC shall provide technical resources and subject matter experts, who will assist and collaborate with issue and decision resolution. | 1. Confirmed detailed design specification. |
| * + 1. Confirm specifications | 1. VENDOR shall complete detailed design, based on the specifications and review the detailed design with DOC. | 1. DOC shall confirm final specifications. | 1. Confirmed final specifications. |
| * + 1. Final Development | 1. VENDOR shall iteratively create data screens including validations, edits, business rules, user roles data fields, and related functionality for DOC data entry, audit, workflow, communication and other related functions. 2. VENDOR shall work collaboratively with DOC to understand and complete the configurations and development. | 1. DOC shall participate in <<VENDOR PRODUCT>> work sessions. 2. DOC shall respond in a timely fashion to remaining questions and clarification from vendor. | 1. Acceptance of all requirements as defined in Business Requirements and subsequent design documents and accepted prototype accounting for additional discovery during work sessions. |
| * + 1. Delivery | 1. VENDOR shall deliver final product for DOC review and acceptance. 2. VENDOR shall demonstrate final product to DOC. 3. VENDOR shall respond to requests for correction in the final code. | 1. DOC shall review final delivered product. | 1. Accepted demonstration of the product. |
| * + 1. Implementation | 1. VENDOR shall conduct facilitated discussions confirming Production Readiness. 2. VENDOR shall resolve and implement critical and high classified issues identified from Pilot Test. 3. VENDOR shall publish an internal VENDOR Go Live support plan, to ensure that VENDOR has appropriate resources available for the cutover to production support. 4. VENDOR shall assist DOC to ensure all technical action items and tasks to move *<<VENDOR PRODUCT>>* are completed. 5. VENDOR shall provide technical and system support during the cutover to production. | 1. DOC shall have a staff person assigned as the Implementation Coordinator. 2. DOC shall review and validate all Go LIVE tasks and activities as outlined in Implementation Plan are updated and completed. 3. DOC shall implement the cutover to production. 4. DOC shall complete GO LIVE communication strategies and tasks as outlined in Implementation Plan, 5. DOC shall implement GO LIVE support structure as outlined in Implementation Plan to support GO LIVE period. | 1. For the acceptance of this deliverable to occur, the Statewide Implementation effort results in: 2. DOC end users are using <<VENDOR PRODUCT>> application and <<VENDOR PRODUCT>> Reporting components in production 3. <<VENDOR PRODUCT>> in production 4. Resolved and implemented 100% all Critical Major, and Normal severity errors 5. Established a plan and schedule to resolve and implement 95% of the Minor severity errors within the first 90 calendar days of the Warranty Period |

**Payment Acceptance Deliverables:** To be negotiated.

**Acceptance Process:**

* Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

# Phase 8 – Project Closeout

## Deliverable 8.a Decommission Plan

**Statement of Work / Description** DOC shall create a decommission plan for retiring Legacy systems.

**Expectations of DOC:**

1. DOC shall create a Decommission plan for retiring the <legacy system names> and any other legacy systems and create a plan for archiving any remaining data according to record retention policies.

Acceptance Criteria:

1. For the acceptance of this deliverable to occur, the Closing work effort results in:
2. Accepted Decommission plan

**Acceptance Process:**

Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 8.b Transition

**Statement of Work / Description** VENDOR shall participate and collaborate with DOC for final transition from a project structure to a post-production maintenance and support structure. VENDOR and DOC Project Managers shall complete project closing activities.

1. VENDOR shall transition from Project Management structure to VENDOR Support structure.
2. VENDOR shall ensure that the project repository has current versions of all work products and supporting documentation.
3. VENDOR shall confirm Warranty end date with DOC.

Acceptance Criteria:

1. For the acceptance of this deliverable to occur, the Closing work effort results in:
2. Acceptance of VENDOR’S letter confirming the final update of the project repository
3. Support process tested to confirm DOC account is set up and DOC staff know how to use the process
4. Warranty end date aligns with contractual requirements

**Acceptance Process:**

Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.

## Deliverable 8.c Post Implementation Report

**Statement of Work / Description**: VENDOR shall provide content to DOC for sections of Post-Implementation Report as requested.

**Expectations of DOC:**

1. DOC shall create a Post Implementation report.

Acceptance Criteria:

1. For the acceptance of this deliverable to occur, VENDOR shall:
2. Provide lessons learned and success stories to DOC Project Manager
3. Provide budget and schedule data necessary to complete the report

**Payment Acceptance Deliverables:** To be negotiated.

**Acceptance Process:**

* Upon completion of Deliverable DOC and VENDOR shall follow the “Acceptance Process” set forth for all Deliverables.