Department of Elder Affairs (DOEA)
Enterprise Client Information and Registration Tracking System (eCIRTS) Project

DOEA ITN #18-ITN-001-JT

Baseline Statement of Work Released on September 13, 2018

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1 Statement of Work

1.1 Overview

The Contractor must perform all tasks described below or perform an alternative set of tasks as defined in the submitted proposal. The Contractor must use the project management methodology as directed by the DOEA Project Management Office (PMO). The Contractor must perform project management activities consistent with the PMO and at a level that meets industry standard best practices as defined by the Project Management Institute (PMI).

Based on the proposed solution, the Contractor must propose a compatible, documented industry accepted development/configuration implementation methodology that will be used during the entire lifecycle of the system. The methodology should be capable of breaking up the development/configuration implementation process into multiple life cycles and should be easily adaptable to the solution. Any deviations from the PMO methodology must be clearly identified and communicated to DOEA PMO in writing along with the reasons for the deviation, the impact, and the risk involved.

If the Contractor provides any unsolicited or unapproved tasks, services, deliverables, goods, or other work to DOEA that is not described in the contract and its related attachments, the same must be considered gratuitous effort by the Contractor for which the Contractor must have no claim to DOEA.

In anticipation of conducting negotiations for the implementation services provided regarding the eCIRTS system, vendors should submit responses in the form of exceptions to the Baseline Statement of Work provided in this document according to the proposal preparation instructions provide in the ITN.

2 Scope of Work

2.1 Scope (General)

The scope of this project will include integrating the infrastructure, data, and processing of client data management functions, replacing manual processes and legacy systems in order to streamline business processes, eliminating duplication, increasing service delivery and integrity, enhancing oversight efforts, facilitating information exchange, and providing for on-demand reporting and data analysis. The proposed system must be deployed via the internet, interface with other critical systems, support centralized administration, and provide a flexible architecture that can adjust for changing business needs and legislative requirements. The implementation of the project must not impact the continuation of mission critical operations and processes for the Department.

2.1.1 Patents, Copyrights, and Royalties

All intellectual property, inventions, and written or electronically created materials, including manuals, presentations, films, or other copyrightable materials, arising in relation to a successful vendor's performance under a contract arising from this ITN, as well as the performance of all of its officers, agents, and subcontractors in relation to such a contract, are works for hire for the benefit of the Department, fully compensated for by such contract amount. Neither the vendor nor any of its officers, agents, or subcontractors may claim any interest in any intellectual property rights accruing under or in connection with the performance of the contract. It is specifically agreed that the Department shall have exclusive rights to all data processing software falling within the terms of Section 119.084, Florida Statutes, which arises or is

developed in the course of or as a result of work or services performed under the resulting contract, or in any way connected herewith.

The scope is defined in detail within the sections below.

3 Project Management

All of the requirements described in this section shall be complied with unless an exception is granted in writing by the PMO.

3.1 Project Management Approach

The project management approach utilized by the Contractor shall conform to DOEA PMO standards and guidelines and comply with the Agency for State Technology (AST) Florida Information Technology Project Management and Oversight Standards described in Chapter 74-1, Florida Administrative Code.

All documentation provided by the Contractor shall comply with DOEA PMO standards and guidelines. The Contractor shall utilize DOEA PMO procedures and templates. Documentation shall meet or exceed the minimum requirements of the PMO Project Procedures and the Required Baseline Deliverables Matrix.

The Contractor shall utilize a software development lifecycle model (SDLC) that is acceptable to and approved by DOEA. Project documentation shall be stored in the designated project SharePoint project folder.

3.2 Project Reporting Requirements

The Contractor will provide project status reports to DOEA PMO on a biweekly basis at a minimum. The frequency of the status reports may be required to be weekly during major project milestones or as deemed necessary by the PMO.

The Contractor will assist DOEA in preparing reports and participating in meetings as needed to meet Gubernatorial, Department, or Legislative reporting requirements, including monthly statuses and legislative budget committee meetings.

The Contractor shall provide reports on a monthly basis setting forth an accounting of all commitments against approved expenses along with invoiced fees and expenses up to the date of the report. In addition, on a quarterly basis, the Contractor shall issue a report listing all approved project estimates along with the current status and estimated completion dates of such project.

Although deliverables may include customer reports, the mere delivery of a report is not a payable milestone, and attendance at status meetings is not a billable event.

3.3 Change Process

The Contractor will utilize DOEA PMO Project Management procedures and templates to manage any changes to the scope of the project. This is also referred to as the change order process. Changes that affect cost shall be made only by contract amendment and approved by both parties. Other significant changes may require a contract amendment (i.e., schedule, deliverables, milestones, etc.).

If the Contractor fails to notify the Department before commencing performance of activities relating to changes in the scope of the project, such activities shall be considered to be performed gratuitously by the Contractor, and the Contractor shall not have any right thereafter to assert any claim for additional compensation or time for the performance of such activities.

3.4 Quality Management

The Contractor shall utilize DOEA PMO Project Management procedures and templates to manage quality and provided in more detail below.

4 Project Facilities, Equipment and Staffing

4.1 Project Facilities

It is DOEA's desire to establish an on-site project environment that facilitates communication and collaboration.

DOEA will provide the facilities and equipment for the life of the project to house and equip the entire project team as needed and agreed. The facility shall accommodate the Contractor's key on-site staff.

The site shall be located in Tallahassee, Florida, and shall be safe, secure, ADA compliant, and accessible to project staff twenty-four (24) hours a day, seven (7) days a week. The facility shall include several meeting rooms, break rooms with vending machines, training rooms, and other features normally associated with a modern office environment.

Other arrangements may be made for off-site work if in the best interest of the project and agreed to by DOEA.

4.1.1 Independent Capacity of Vendor and SubContractors

A vendor receiving a contract award under this ITN should be aware that, pursuant to the Department's Standard Contract, in performing its obligations, the successful vendor shall at all times be acting in the capacity of an independent Contractor and not as an officer, employee, or agent of the State of Florida, except where the vendor is a state agency. A contract resulting from this ITN shall not create any right to state retirement, leave benefits, or any other benefits of state employees as a result of performing the duties or obligations thereunder.

The successful vendor shall take such actions as may be necessary to ensure that each subcontractor of the vendor will be deemed to be an independent Contractor and will not be considered or permitted to be an agent, servant, joint venture, or partner of the State of Florida. The Department will furnish services or support (e.g., office space, office supplies, telephone service, etc.) only as specifically agreed by the Department in a contract resulting from this ITN.

The successful vendor shall comply with all workmen's compensation laws and shall ensure that its subcontractors comply with all such laws. All deductions for Social Security, withholding taxes, income taxes, contributions to unemployment compensation funds, and all necessary insurance for the vendor or the vendor's officers, employees, agents, subcontractors, or assignees shall be the sole responsibility of the vendor.

4.1.2 Indemnification

A vendor receiving a contract award under this ITN should be aware that, pursuant the Department's Standard Contract, the vendor shall be fully liable for the actions of its agents, employees, partners, or subcontractors and shall fully indemnify, defend, and hold harmless the State, the Department, and their officers, agents, and employees, from suits, actions, damages, and costs of every name and description, including attorneys' fees, arising from or relating to any alleged act or omission by the vendor, its agents, employees, partners, or subcontractors alleged to be caused in whole or in part by vendor, its agents, employees, partners, or subcontractors, provided, however, that the vendor shall not indemnify for that portion of any loss or damages proximately caused by the negligent act or omission of the Department.

4.1.3 Background Screening

A vendor receiving a contract award under this ITN should be aware that, pursuant the Department's Standard Contract, any of its staff who work on-site at the Department must meet Level Two Background Screening requirements in accordance with Section 393.0655 and Chapter 435, Florida Statutes.

4.2 Project Equipment

The facilities and equipment provided by DOEA for the Project Team shall include the following:

1. Department office space;
2. Department furniture, including desks, chairs, conference tables, filing cabinets, storage cabinets, and dry-erase boards;
3. Communications equipment and services including telephones, conference phones, email, and voicemail;
4. Department equipment, including fax machines, copiers, computer video projectors, and screens;
5. Department supplies (consumables);
6. Access to DOEA's local area network (LAN) and internet connectivity (using DOEA equipment only);
7. Access to guest wireless network;
8. Access to required system environments;
9. Access to and use of training and meeting room facilities and equipment adequate to address the needs of the project;
10. Personal computer hardware, Microsoft Office suite software versions used by DOEA, and peripheral equipment required to access DOEA's LAN; and
11. Printing capabilities.

4.3 Project Staffing

The eCIRTS Project will involve concerted and coordinated efforts of DOEA executive management, DOEA PMO, and eCIRTS Project Team (DOEA and Contractor). The eCIRTS Project Management Team is responsible for leading the project on a day-to-day basis. DOEA plans a significant commitment of its own staff to work on the project and manage the eCIRTS project. The project will require a substantial number of DOEA staff members during its development and implementation. The majority of the project staff will be provided by the Contractor who is awarded a contract to

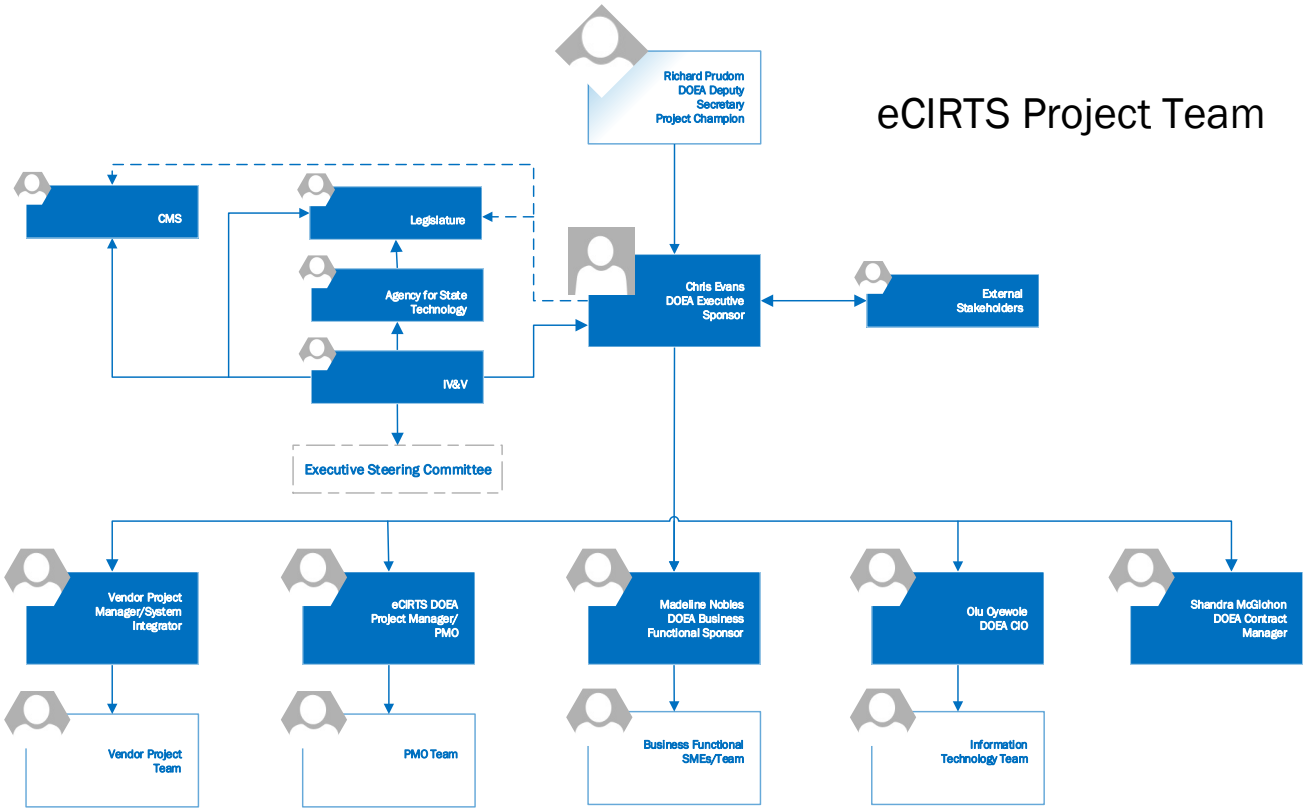
undertake this project. While it will be the Contractor's responsibility to propose specific positions, responsibilities, and staff organization plan, DOEA intends to establish a teaming structure that allows the Department to have significant insight and input into all project processes and project-related work.

Proposers should recommend a project organizational structure that facilitates knowledge transfer and collaboration to end users and support staff. The recommendation must include key staff. Further, Proposers should be specific about the anticipated roles and responsibilities of the resources to be provided by DOEA. This must be documented in the Proposer's response.

4.4 DOEA Project Staffing

DOEA does not contemplate assigning a fixed head count to the project. Rather, the Department is looking to Proposers to propose an optimal mix of Contractor staff (roles) and state staff (roles) to accomplish the goals and objectives specified by the ITN, keeping in mind the need for an appropriate level of knowledge transfer prior to the departure of the Contractor. During negotiations, the proposed State staffing mix could be adjusted up or down based on the State's ability to field the proposed resources.

The following organization chart depicts the expected DOEA Project Staffing approach.



4.5 Contractor Project Staffing

The Contractor must organize their staff so that individuals fulfill specific roles in a well-defined organization. The Contractor must define its proposed key staffing organization. The specific roles,

responsibilities, education, knowledge, and experience required to perform the role shall be identified. Contractor staff members that fulfill key roles are considered to be key staff.

The Contractor's proposed organization should identify any specific roles required by its methodologies or solution. The Department reserves the right to designate additional roles as key staff.

Organizationally, the Contractor is free to structure its organization to perform specific roles. DOEA provides the following key staff recommendations:

1. There shall be one staff member fulfilling the Lead Project Manager role;
2. There shall be one staff member fulfilling the Solution Architect role, and this position shall report to the Lead Project Manager; and
3. There shall be one staff member fulfilling the Training/Change Management Team Lead role, and this position shall report to the Lead Project Manager.

All other roles may be filled by one or more staff members or shared by one or more staff as described in the Contractor's proposed organization. DOEA reserves the right to review and approve all proposed staff and subcontractors for the project.

The Contractor's proposal shall include a proposed organization chart depicting the lines of responsibility among the positions, identifying the roles to be performed by each position, and describing the timeframes during which each role will be performed.

Contractor staff members may be from the prime Contractor or from subcontractors. Where possible, key staff members should have worked on one or more of the projects cited as past corporate experience.

Staff members acting in key roles of the project shall be identified by name in the proposal and shall be available for the duration of the project. If key staff members leave or are removed from the project without DOEA consent, the vendor may be subject to financial penalties.

4.5.1 Lead Project Manager

The Contractor shall provide a Lead Project Manager with a minimum of five (5) years of experience in leading project teams delivering projects of similar scope and complexity. It is preferable that the Project Manager have previous experience in the role of a Business Analyst or a Technical Analyst/Software Developer for at least four (4) years prior to moving into a Project Manager role. The Lead Project Manager shall work closely with the Solution Architect and Project Manager(s) to understand the software solution components and associated schedule(s), respectively. The Lead Project Manager shall report to the DOEA Project Manager. It is highly desirable the Lead Project Manager have experience working with their Project Lead(s) and other members of their development team on previous successful engagements of similar scope and magnitude. This is required to be a full-time position approved by DOEA.

4.5.2 Solution Architect

The Contractor shall provide a Solution Architect with a minimum of ten (10) years of IT industry experience; the recent four (4) years of such experience shall be as a Solution Architect for projects of similar size and scope. The Solution Architect shall report to the Lead Project Manager and shall

work closely with the Project Managers and Functional and Technical Team Leads. This is required to be a full-time position approved by DOEA.

The Solution Architect shall be responsible for the technical design activities and deliverables. The Solution Architect must perform capacity and resource planning and assess network planning; plan and recommend network hardware, systems management software, and systems architecture; review and analyze the ability of systems to communicate with its own components and with external entities over internal and external data transport and communications systems; monitor hardware and software compatibility, review system tuning; and make recommendations for improvement.

The Solution Architect is also responsible for development and maintenance of system architecture description documents, quality assurance to establish the eCIRTS environments (i.e., sandbox, quality assurance, failover, production, and training), and assurance that there is continuity across systems and that the system's architecture is comprehensive (in accordance with industry standards).

4.5.3 Training/Change Management Team Lead

The Contractor shall provide a Change Management Team Lead with a minimum of five (5) years of IT industry experience and at least six (6) years of training experience. The Change Management Team Lead shall assist with the implementation of the overall training and communications approach documented in the DOEA Organizational Change Management Plan, assist with development of all training and communications deliverables, provide insight into system functionality, and review and update the communications plan to ensure management, internal staff, external partners, and customers are informed. This is expected to be a full-time position approved by DOEA.

5 Submission, Approval, and Maintenance of Deliverables

The Contractor must generate the deliverables documented in the DOEA-approved Project Plan. These deliverables will correspond to those listed in Table 1 except where DOEA agrees to modified deliverables described in the proposal.

5.1 Deliverable Project Schedule

The project schedule should define each deliverable and its associated due date.

5.2 Deliverable Submission

All deliverables, word processing documents, spreadsheets, presentations, charts, project plans, databases or other project artifacts will be provided in a mutually agreed-upon format currently supported by DOEA. DOEA standards include the Microsoft Office Suite 2016, Microsoft Project 2016, Microsoft Visio 2016, and Adobe Acrobat Standard/Pro 2017.

The content and format of the deliverables will be negotiated and agreed upon in writing and in accordance with relevant standards prior to the start of each deliverable via the development of the deliverable acceptance criteria (DAC) document. Each deliverable shall be submitted in accordance with the approved Project Plan and Schedule for review, comment, and acceptance by the Department.

5.3 Deliverable Review

Most deliverables require DOEA's approval. The DOEA Project Manager may secure additional levels of review and approval from DOEA technical staff as necessary. If the Contractor proceeds with

subsequent tasks before a deliverable is approved, this work is performed at the Contractor's risk. DOEA commits to provide review and approval or specific disapproval within the time period specified for each deliverable.

The primary focus of the review of each deliverable will be on its content and presentation to determine compliance with the deliverable criteria and the terms and requirements of the contract. Each deliverable shall be complete within and of itself and shall be consistent with any deliverable previously produced. The Department reserves the right to require the Contractor to revise deliverables previously approved, at no additional cost to DOEA, or reject current deliverables for inconsistency. After a deliverable has been submitted, if subsequent work invalidates some or all the deliverable's contents, the Contractor must update the deliverable and resubmit it. Updates of deliverables that were originally subject to DOEA approval are also subject to approval.

Upon approval of a deliverable, the Department will send formal notice to the Contractor. A copy of the approval notice for each deliverable must be submitted with the applicable invoice to receive payment. Payment will not be rendered without the deliverable approval letter(s).

For written deliverable documents, the Contractor will conduct a thorough quality assurance review of each version of each deliverable prior to its submission to DOEA for acceptance. A senior member of the Contractor's team who was not involved in production of the deliverable shall conduct this review.

For software and software configuration deliverables, the Contractor will conduct thorough testing of the deliverable. Where appropriate, testing shall include unit tests, system tests, integration tests, and volume/stress/performance tests. Tests shall succeed in demonstrating acceptable quality of the deliverable before it is submitted for acceptance. All Contractor test scripts and test results shall be retained and made available to DOEA IT for inspection upon request.

5.4 Deliverable Distribution

Except as noted in the deliverable descriptions, each deliverable shall be sent simultaneously:

1. Provide the original (or master) document in an electronic copy to the DOEA Contract Manager.
2. Provide an electronic copy to the DOEA Project Manager.

5.5 Deliverable Consistency and Maintenance

The Contractor shall ensure that the detail in all deliverables is consistent. If subsequent activities render the content of a previously submitted deliverable incorrect, the Contractor shall update and republish the previously submitted deliverable, using a distinct version number at no additional charge to DOEA. If the deliverable previously required approval, the updated and republished deliverable will also require approval.

5.6 Deliverable Quality Assurance

Quality Assurance shall be ongoing for the duration of the contract. Quality controls must be built into every stage of the project. Systematic approaches for planning, developing, and comparing deliverables to their requirements and obtaining acceptance are critical to ensuring that the dependent phases of the project proceed on schedule. The Contractor must develop quality assurance standards for each deliverable in accordance with the project Quality Plan and also to ensure the following:

- Correct Format;
- Completeness;
- Professional appearance;
- Appropriate terms for reader(s);
- Clarity;
- Content;
- Organization;
- Readability; and
- Spelling, grammar, and punctuation.

5.7 General Deliverable Preparation Instructions

The following general instructions apply to preparation for the deliverables. The Contractor shall prepare paper deliverables on standard, white, 8 ½" x 11" paper. Electronic copies shall be provided via email and shall be stored in the eCIRTS Project Team SharePoint library. Electronic copies shall use Microsoft products or other DOEA-approved products. Formal deliverables associated with payments should be identified by the title of the deliverable and the version of the deliverable (e.g., Draft or Final with Revision number). All other deliverables should be marked with a unique deliverable identification number, with a revision number if necessary. Each deliverable shall include a deliverable title, date, contract number, contract title, name of the preparing organization, and security markings or other restrictions on the handling of the document, as necessary. Each page shall contain a unique page number and shall display the document number, including title, version, and date. If the document contains multiple sections, the document shall contain a table of contents providing the number, title, and page number of each titled paragraph, figure, table, and appendix. The use of automated techniques is encouraged. The Contractor is encouraged to provide additional diagrams and text whenever such provision is believed to enhance the understanding of the presented materials. If a required data description has been published in a standard data element dictionary specified in the contract, reference to an entry in that dictionary is preferred over including the description itself.

5.8 Performance Acceptance Criteria

Each deliverable is required to undergo a process for defining deliverable content, acceptance criteria, and its review and approval schedule prior to work being conducted on the deliverable. The result of this process is the Deliverable Acceptance Criteria for the associated deliverable. The criteria will be used as the guideline for review and approval of each deliverable.

Clear acceptance criteria expectations will be defined for each deliverable prior to the beginning of each work effort. The Contractor will be required to develop a deliverable acceptance criteria (DAC) document outlining the deliverable they intend to submit as a result of a work effort. DOEA will be provided an opportunity to review and edit. The DAC must be mutually agreed upon and signed off by DOEA and the Contractor. Any work undertaken by the Contractor prior to the signing of the DAC will be at the Contractor's own risk.

6 Baseline Deliverables

The deliverable descriptions contained within this section constitute a baseline starting point for review and response by Contractors and potential negotiation. Proposers shall provide any recommended changes to this baseline (additional deliverables recommended, deliverable replacement for an equivalent deliverable, deliverables removed) as a part of their response. During the negotiation process, any deviations from the baseline will be addressed.

DOEA understands that Software-as-a-Service (SaaS) solutions are unique, and the associated deliverables for this type of solution may differ from a more traditional system development lifecycle (SDLC) project. DOEA is open to suggestions and substitutions that still meet the intent of the requested deliverable but are more in line with a SaaS implementation project.

The columns in the Baseline Deliverables table below are defined as follows:

- **ID #:** The number assigned to each deliverable for tracking and reference purposes.
- **Deliverable Title:** The label generally referring to each deliverable's anticipated content.
- **General Description:** A high-level description of the deliverable.

6.1 Required Baseline Deliverables Matrix

Each type of required deliverable is described in Table 1 below. Additional information on deliverable expectations in described by work stream in Section 7. Where appropriate, deliverables may be combined as agreed to. For example, the Risk Management Plan is a subset of the Project Management Plan (PMP) and can be submitted together as a single deliverable.

ID #	Deliverable Title	General Description
1	eCIRTS Project Charter	The eCIRTS Project Charter is to communicate the authorization for the project and the management approach to project participants and external entities. The Project Charter lays the groundwork for informed decisions and planning regarding projection direction, outcomes, and delivery.
2	eCIRTS Project Plan	The eCIRTS Project Plan is to display an overview of the project approach. The Project Plan should include the project schedule, project work locations, deliverables, and plans for submitting deliverables.
3	Project Kick-Off	The eCIRTS project kick-off meeting shall be held within 10 business days of the contract initiation. The project kick-off meeting will include all key staff, both from the Contractor and DOEA and will discuss an overview of the Project Plan.
4	Deliverable Review List	The eCIRTS Deliverable Review List is a list of deliverables that tracks DOEA's review and approval of deliverables.
5	Meeting Agenda, Minutes, Attendee List	The Meeting Agenda/Minutes/Attendee List is a tool used to prepare for a meeting, stay on track in a meeting, verify that key people are involved in the meeting, and allow the participants to review the outcome of a meeting.
6	Risks, Actions, Issues, Decisions, and Lessons Learned (RAIDL) Log	RAIDL Log maintains, documents, and reports project risks and issues.
7	Status Reports	Status Reports will be provided weekly by the vendor's project manager to project stakeholders and will cover the overall status of the project.
8	eCIRTS Communication Plan	The eCIRTS Communication Plan to document why, to whom, what, how, and when to communicate over the course of the project.

9	eCIRTS Change Management Plan	The eCIRTS Change Management Plan provides the process where changes to a project are formally introduced and approved to manage scope, time, and cost. This will assist in ensuring that changes are smoothly and successfully implemented to achieve lasting benefits.
10	Risk Management Plan	The Risk Management Plan defines the process for identifying, managing, and mitigating risks (taking preventive steps) that are inherent in any project.
11	Issue Management Plan	The Issue Management Plan defines the process for identifying, managing, and addressing issues that are inherent in any project.
12	Change Order Completion Report	The Change Order Completion Report verifies that all change orders identified during a project have been addressed.
13	eCIRTS Quality Management Plan	The eCIRTS Quality Management Plan defines the acceptable level of quality and describes how the project will ensure the appropriate level of quality in its deliverables and work processes.
14	eCIRTS Configuration Management Plan	The eCIRTS Configuration Management Plan defines the formal documented procedures used to apply technical and administrative direction and surveillance to identify and document the functional and physical characteristics of a product, result, service, or component and to control any changes to such characteristics. It includes the documentation, tracking systems, and defined approval levels necessary for authorizing and controlling changes.
15	Software Requirements Specifications	Software Requirements Specifications is a comprehensive description of the requirements to be developed and may include a set of use cases that describe interactions the users will have with the system.
16	Requirements Traceability Matrix	The Requirements Traceability Matrix is a grid that links product requirements from their origin to the deliverables that satisfy them. The implementation of a Requirements Traceability Matrix helps ensure that each requirement adds business value by linking it to the business and project objectives. It provides a means to track requirements throughout the project life cycle, helping to ensure that requirements approved in the requirements documentation are delivered at the end of the project. Finally, it provides a structure for managing changes to the product scope.
17	Application Installation Plan	The Application Installation Plan provides the process to install and configure the infrastructure and applications required for the eCIRTS system.
18	Final Acceptance Report	The Final Acceptance Report confirms that all agreed-upon deliverables outlined in the ITN have been successfully completed/accepted, and the system has been successfully deployed and functioning as designed in production by DOEA.

19	Infrastructure/Software Implementation Plan	The Infrastructure/Software Implementation Plan describes how the system will be installed and deployed. The plan contains an overview of the system, a brief description of the major tasks involved in the implementation, and the overall resources needed to support the implementation effort (e.g., hardware, software, facilities, materials, and personnel).
20	Interface Definition	Interface Definition defines the purpose, format, content, frequency, and processing for the interfacing with each internal and external eCIRTS system.
21	Conceptual System Design	Conceptual System Design defines management objectives as system objectives, establishes system constraints, and determines information needs with the appropriate sources.
22	Technical System Design	Technical System Design provides the screen layouts, business rules, and process diagrams while defining the features and operations in detail.
23	Data Conversion Plan	The Data Conversion Plan defines the process for data conversions and lists legacy systems requiring data conversion to eCIRTS.
24	Data Conversion Scripts	Data Conversion Scripts provide step-by-step instructions and code for converting the data from each legacy system into eCIRTS.
25	Unit/System Testing Guidelines	Unit/System Testing Guidelines define testing procedures to be used by developers to achieve the desired test results.
26	Unit/System Tested Release of Application	Unit/System Tested Release of Application is to document system components readiness for release for use and provide release notes for the software code.
27	Unit/System Test Results Log	The Unit/System Test Results Log is to track the outcome of each unit and system test performed by IT staff for every component of the system.
28	User Acceptance Test Plan	The User Acceptance Test Plan defines the process for end users to test and confirm the system components meet the system requirements and identifies the groups responsible for the final acceptance testing.
29	User Acceptance Test Scenarios	User Acceptance Test Scenarios provide step–by-step testing instructions for the users assigned to test the system for final acceptance.
30	User Acceptance Test Results Log	The User Acceptance Test Results Log tracks the outcome of every step in the User Acceptance Test Scenarios.
31	eCIRTS Training Plan	The eCIRTS Training Plan defines required training, defines the process for delivering the training, and defines the stakeholders who will receive training.
32	eCIRTS Training Completion Report	The eCIRTS Training Completion report tracks that each training was administered and all identified participants successfully completed the training.
33	eCIRTS User Documentation	The eCIRTS User Documentation provides instructions for use of the system.
34	System Maintenance Documentation	System Maintenance Documentation provides technical users with a reference for the operation and maintenance of the system.

35	eCIRTS Implementation Plan	The eCIRTS Implementation Plan describes all the steps required to move system components to a production environment.
36	Deployment Authorization	Deployment Authorization formally requests authority from the Department to deploy the system to production.
37	Disaster Recovery Plan	The Disaster Recovery Plan documents the process or set of procedures to recover the system in the event of a disaster.
38	Knowledge Transfer Plan	The Knowledge Transfer Plan defines the process for transferring system and technical knowledge/information to the appropriate staff.
39	Project Close-Out Report	The Project Close-Out Report is an assessment of overall project performance against the plan. It reviews lessons learned and measures the process and the product for the benefit of subsequent projects.
40	Warranty Completion Report	The Warranty Completion Report identifies warrantied system components and signs off that all components are functioning as expected at the end of the warranty period.

Table 1: Required Baseline Deliverables Matrix

7 Project Responsibilities and Deliverables by Work Stream

7.1 Project Initiation and Planning

The completion of the project deliverables defined in this ITN must be the responsibility of the Contractor, working in conjunction with the DOEA Project Manager.

Following are project planning requirements for the eCIRTS Project and a description of the corresponding responsibilities for the Contractor and DOEA.

Within 10 working days of contract initiation, the Contractor must conduct a Project Kickoff Meeting at DOEA. All of the Contractor's key staff must attend. The Contractor must present an overview of the project approach, including the project schedule, project work locations, plans for submitting deliverables, plans for monitoring DOEA's review and approval of deliverables, plans for requirements validation activities, and other areas of coordination between the Contractor and DOEA.

DOEA's eCIRTS Project Manager and the Contractor's Project Manager will work together during project initiation and planning to review and refine the Project Plan based on the project approach and schedule submitted in the bid proposal. DOEA is responsible for preparing the work site for occupation by the project team, and DOEA IT is responsible for the installation of all work-site hardware and software.

During this time, the Contractor must become familiar with the current systems and technical environment. Also, during this time, the Contractor must become familiar with any existing design documentation from current systems and implement an approach for mapping and accounting for existing use cases within the proposed solution.

7.1.1 Contractor Project Initiation and Planning Responsibilities

1. Facilitate kickoff meeting;
2. Establish project team;
3. Establish required environments; and
4. Prepare the initiation and planning deliverables.

7.1.2 DOEA Project Initiation and Planning Responsibilities

1. Participate in plan development by providing information and guidance; and
2. Review and approve all planning deliverables.

7.1.3 Project Initiation and Planning Deliverables

The Contractor's initiation and planning approach must include the following deliverables:

ID #	Project Phase	PAC/Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
01	Initiation	eCIRTS Project Charter	Initiation and Planning	Yes	TBD
02	Initiation	eCIRTS Project Plan	Initiation and Planning	Yes	TBD
03	Initiation	Project Kick Off	Initiation and Planning	No	TBD
04	Planning	Deliverable Review List	Initiation and Planning	Yes	TBD

7.2 Project Management

This task is ongoing for the duration of the contract. The Contractor's project management approach must meet the project management and meeting and reporting requirements described below. The Contractor must manage the project in accordance with the DOEA-approved Project Plan.

If using one or more subcontractors, it is the Contractor's responsibility to inform the subcontractor(s) of all relevant requirements of this ITN and the resulting contract. The Contractor must actively manage subcontractor performance to ensure that project requirements are met.

The Contractor is not responsible for the performance of DOEA or other State staff. However, the Contractor must monitor activities performed by DOEA staff or other State staff and alert the DOEA Project Manager of any potential issues or risks early enough that remedial action by DOEA can be taken to avoid cost or schedule impact.

The Contractor's Project Manager must maintain regular communications with DOEA project management staff as defined below.

7.2.1 Contractor Project Management Responsibilities

1. Participate in weekly project status meetings;
2. Prepare meeting agendas;

3. Prepare and submit weekly project status reports;
4. Identify issues and participate in RAIDL meetings;
5. Identify any scope issues and participate in scope-management meetings;
6. Maintain Project Plan updates in Microsoft Project;
7. Propose changes to schedule and Project Plan;
8. Revise the Project Plan as agreed with DOEA;
9. Establish communication procedures with input of all project participants and stakeholders;
10. Record, modify as necessary, and distribute the minutes of all meetings; and
11. Participate and cooperate in project audits and review activities.

7.2.2 DOEA Project Management Responsibilities

1. Review the reporting and quality management processes;
2. Monitor the progress of all project participants;
3. Facilitate the timely resolution of issues raised by project participants;
4. Review and approve, if appropriate, the resolution of escalated problems;
5. Review and approve, if appropriate, the schedule, method of status reporting, and other changes to the Project Plan;
6. Review and approve weekly project status reports;
7. Negotiate changes of scope if and when new regulations or requirements require revised or additional functionality;
8. Coordinate with stakeholder agencies to prepare for the implementation of the new system; and
9. Perform project risk assessments and initiate risk mitigation strategies in cooperation with the Contractor.

7.2.3 Project Management Deliverables

The Contractor's project management approach must include the following deliverables:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
05	Execute	Meeting Agenda, Minutes, Attendee list	Project Management	Yes	TBD
06	Execute	RAIDL Log	Project Management	No	TBD
07	Execute	Status Reports	Project Management	Yes	TBD

7.3 Communication and Organizational Change Management

DOEA believes that effective organizational change management is a critical success factor for the eCIRTS Project. Critical components of change management to be employed in the Project include a

communication program, a training program, and a user-support program. Training and user support are discussed elsewhere in this ITN. This section focuses on communication needs.

The Proposer must review and update the DOEA Organizational Change Management Plan and Communications Plan.

7.3.1 Contractor Communication and Organizational Change Management Responsibilities

1. Review and update communication channels with DOEA and regional staff responsible for core process areas;
2. Report issues related to the project to DOEA and regional staff, work with management to develop answers, and report back to staff;
3. Conduct implementation readiness and effectiveness evaluations;
4. Prepare communication and organizational change deliverables;
5. Describe training to be provided to DOEA and regional staff to enable them to assist in communication planning and scheduling training; and
6. Provide project documents and formal deliverables to the DOEA Contract Manager and DOEA Project Manager for review and storage in the project's document management system, Microsoft SharePoint.

7.3.2 DOEA Communication and Organizational Change Management Responsibilities

1. Facilitate communications about the project.
2. Review and approve all communication and organizational change deliverables.
3. Provide a team SharePoint site to store project documents

7.3.3 Communication and Organizational Change Management Deliverables

The Contractor's communication and organizational change management approach must include the following deliverables:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
08	Execute	Updated eCIRTS Communication Plan	Communication and Change Management	Yes	TBD
09	Execute	eCIRTS Organizational Change Management Plan	Project Management	Yes	TBD

7.4 Risk Management

The Contractor must review and provide any recommended updates to the Risk Management Plan (currently a component of the PMP) and participate in risk management activities in accordance with the developed plan and DOEA's risk management PMO standards.

The Contractor must maintain a list of risks associated with this project, describe each risk event, evaluate the impact and likelihood of each risk occurring, prioritize risks, plan risk mitigation, and monitor risk status. During risk analysis, the Contractor must address system development/integration, system interfaces, data conversion, data integrity, operational transition, testing, training, organizational change, disaster recovery, system security, and data security.

7.4.1 Contractor Risk Management Responsibilities

1. Conduct quantitative risk analysis;
2. Identify risks and evaluate their likelihood and impact;
3. Maintain the Risk Management Plan for the project;
4. Track all identified risks;
5. Prioritize risks;
6. Plan risk mitigation strategies for high risks;
7. Monitor risks;
8. Plan and facilitate risk meetings; and
9. Prepare Risk Reports.

7.4.2 DOEA Risk Management Responsibilities

1. Identify risks and evaluate their likelihood and impact;
2. Prioritize risks;
3. Plan risk mitigation for high risks;
4. Monitor risks; and
5. Participate in risk meetings.

7.4.3 Risk Management Deliverables

The Contractor's risk approach must include the following deliverable:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
10	Control	Updated Risk Management Plan	Risk Management	Yes	TBD

7.5 Issue Management

The Contractor must review and maintain the list of issues associated with this project (currently a component of the RAIDL Log), describe each issue, evaluate the impact of each issue, prioritize issues, plan issue resolution (including action items), and monitor issue status.

7.5.1 Contractor Issue Management Responsibilities

1. Maintain the Issue Log for all identified issues;
2. Identify issues;
3. Prioritize issues;

4. Work to resolve issues;
5. Monitor issues;
6. Report issues to the eCIRTS Project Management Manager/Team; and
7. Prepare Issue Reports.

7.5.2 DOEA Issue Management Responsibilities

1. Identify issues and evaluate their project impact;
2. Monitor issues;
3. Prioritize issues;
4. Plan action item approach and work to resolve issues; and
5. Raise issues to the Executive Management Team for decisions as needed.

7.5.3 Issue Management Deliverables

The Contractor's issue management approach must include the following deliverable:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
11	Control	Updated Issue Management Plan	Issue Management	No	TBD

7.6 Change Order Requests

The Contractor shall perform tasks not specified in this ITN, as requested by DOEA, at labor rates established in the proposal. This may include activities such as post warranty system maintenance, help desk assistance, new system capabilities, support for integration of eCIRTS with future functional increments, and other eCIRTS-related activities requested by DOEA.

Within 10 working days after receipt of a written Change Order Request from the DOEA Contract Manager to perform a task not specified in this ITN, the Contractor shall provide DOEA with a written quotation describing in detail the services to be provided, the total number of hours required to provide such services, and the Total Firm Fixed Price, which shall be valid for at least 20 working days after receipt by DOEA. The Contractor may also supply an unsolicited proposal containing the same information. The Contractor shall determine the Total Firm Fixed Price by multiplying the Contractor's total number of hours by the Firm Fixed Price per Hour for Change Orders as detailed in the proposal. If so directed in writing by the DOEA Contract Manager, the Contractor shall provide the Change Order support in accordance with DOEA-approved written quotation.

When performing a Change Order, the Contractor shall include requirements definition/revision, design, code development, unit testing, regression testing, integration testing, acceptance testing, test scripts, user documentation updates, training material updates, retraining, quality assurance, and configuration management (change control) as part of the Change Order deliverables. If any previously implemented functionality is affected by a Change Order, the Contractor must include the cost of ensuring requirements traceability as part of the Change Order. If any previously generated deliverable is affected by a Change Order, the Contractor shall update the affected deliverable as part

of the Change Order. With the prior approval of DOEA, updates to deliverables may be accumulated across several Change Orders.

7.6.1 Contractor Change Order Responsibilities

1. Evaluate change order requests from DOEA;
2. Provide written quotes for change orders; and
3. Perform work as agreed.

7.6.2 DOEA Change Order Responsibilities

1. Provide Change Order request to Contractor;
2. Approve change orders; and
3. Evaluate work performed.

7.6.3 Change Order Deliverables

The Contractor's change order approach must include the following deliverable:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
12	Control	Change Order Completion Report	Change Order	No	TBD

7.7 Quality Management

Quality Management must be ongoing for the duration of the contract. Quality controls must be built into every stage of the project. Systematic approaches for planning, scheduling, comparing deliverables to their requirements, problem reporting, and obtaining acceptance are critical to ensuring that the dependent phases of the project remain on schedule.

The Contractor must implement a Quality Management program to ensure high quality, reliable deliverables in accordance with DOEA approved Project Management Plan. The eCIRTS Quality Management Plan (currently a component of the PMP) should be used as the guideline for quality management, ensuring quality in the delivered eCIRTS system, as well as within the conduct of the project. Quality Management activities must include software design and code reviews, review of system testing, problem identification and tracking, corrective action review, and documentation reviews.

7.7.1 Contractor Quality Management Responsibilities

1. Review and maintain an overall Quality Management Plan;
2. Develop quality assurance standards for each project deliverable;
3. With each deliverable, provide the Deliverable Acceptance Criteria with a narrative description of quality assurance measures applied to the deliverable;
4. Provide project information required for quality assurance monitoring to the eCIRTS Project Manager; and
5. Provide plans, staffing, and schedules for addressing any deficiencies identified through the quality assurance process.

7.7.2 DOEA Quality Management Responsibilities

1. Review and approve the Contractor's Quality Management Plan and quality assurance deliverable standards;
2. Review and approve plans and schedules for addressing identified deficiencies;
3. Review and approve project deliverables as conforming to project quality standards; and
4. Communicate the findings of the project reviews and assist in the development of a plan and schedule for addressing the deficiencies identified during the quality assurance process.

7.7.3 Quality Management Deliverables

The Contractor's quality management approach must include the following deliverable:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
13	Control	Updated eCIRTS Quality Management Plan	Quality Management	Yes	TBD

7.8 Configuration Management

The Contractor must plan how software changes will be controlled and managed, how the system hardware and software configuration will be maintained and controlled, and how proposed hardware and software changes are tracked, approved, and implemented.

7.8.1 Contractor Configuration Management Responsibilities

1. Identify, classify, and document the project configuration items;
2. Institute an effective configuration change control system;
3. Provide project documents and formal deliverables to the eCIRTS Project Management Team for review and storage in the project's document management system, Microsoft SharePoint; and
4. Manage and direct the preparation of the eCIRTS Configuration Management Plan;

5. Manage and direct the preparation of procedures that will support the eCIRTS Configuration Management Plan;
6. Collaborate with the DOEA Configuration Management Team on the identification of configuration items pertinent to eCIRTS;
7. Create, manage, and direct the baselining of all configuration items in collaboration with the DOEA Configuration Management Team;
8. Manage a change control process for baselined configuration items in collaboration with the DOEA Configuration Management Team;
9. Establish and develop procedures for a configuration management board in collaboration with the DOEA Configuration Management Team;
10. Serve as a non-voting member of the DOEA Project Configuration Management Board;
11. Manage and oversee the promotion and versioning of configuration items in collaboration with the DOEA Configuration Management Team;
12. Plan, schedule, direct, and manage functional and physical audits of configuration items in collaboration with the DOEA Configuration Management Team;
13. Direct and manage the implementation of a DOEA configuration item status accounting system in collaboration with the DOEA Configuration Management Team; and
14. Manage and direct the release and delivery of configuration items and related documentation in collaboration with the DOEA Configuration Management Team.

7.8.2 DOEA Configuration Management Responsibilities

1. Review and approve the Contractor's eCIRTS Configuration Management Plan;
2. Review and approve plans and schedules for release and delivery of configuration items.
3. Schedule and manage the Configuration Management Team meetings; and
4. Collaborate with the Contractor's team on all eCIRTS configuration management processes.

7.8.3 Configuration Management Deliverables

The Contractor's Configuration Management approach must include the following deliverable:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
14	Control	eCIRTS Configuration Management Plan	Configuration Management	Yes	TBD

7.9 Validate and Track Requirements

The Contractor shall validate and refine the high-level requirements to identify gaps for the requirements listed in this ITN. This information will be used to generate specific, low-level requirements. The Contractor shall generate lower-level requirements by Joint Application Design (JAD) sessions or other DOEA-approved requirement generation and refinement methodology proposed by the Contractor to verify requirements from DOEA staff.

The Contractor shall validate requirements that address the entire application, including Commercial-off-the-Shelf (COTS)/Framework, and any software developed specifically for eCIRTS. In this context, software developed includes not only custom application components, but also any adaptations or configurations of COTS/Framework. The Contractor shall generate a Software Requirements Specification to validate the requirements and document the gaps. In addition, the Contractor will review and maintain the Requirements Traceability Matrix to track the requirements throughout the life of the project.

The Contractor must propose a formal methodology that will be used to gather and maintain the requirements. The methodology must clearly indicate the process that will be followed during the JAD/Gap-Fit sessions. The Contractor shall do the initial prep work necessary to conduct the JAD sessions. The JAD sessions are not meant to be an open forum. Instead, each JAD session must have a clearly defined agenda. It is the responsibility of the Contractor to manage time efficiently during the session and ensure that all participants are provided sufficient time to explain their individual processes. The Contractor must also ensure sufficient time is allocated at the end of each JAD session to address and answer questions by the participants.

The Contractor shall specifically evaluate the completeness of the requirements to ensure that all requirements are captured. Each requirement generated shall be traced back to its source requirements.

The Contractor shall review requirements internally and with DOEA staff to ensure that requirements are correct, understandable, and testable. The Contractor shall define and record in the Software Requirements Specification the requirements to be included in each release. The Contractor must test the requirements themselves to determine their correctness and expectations.

Formal approval of the eCIRTS Software Requirements Specification will be withheld by DOEA until sufficient eCIRTS design information/screen shots/demo is available to illustrate the planned implementation of requirements. A full and robust understanding of the requirements is possible when the high-level design shows how requirements will be implemented. This approach will help to avoid later requirement changes. The Contractor shall overlap requirements definition with high-level functional design and modeling so that these efforts end at the same time.

DOEA will attempt to avoid any changes to the requirements after DOEA approval of the Software Requirements Specification. If a requirements change is necessary, DOEA will attempt to defer the change until after system installation and implement the requirement change with a Change Order. The Contractor shall record such desired changes on a Change Order Request to track desired changes so that they may be addressed after the eCIRTS system is implemented in a production environment.

After the initial approval of the Software Requirements Specification, the updated Requirements Traceability Matrix, or any portions thereof, the Contractor shall report all problems with approved requirements to the DOEA Project Manager/Team.

The Contractor shall maintain a database of all reported problems, document the problems in the Issues Log, and confirm the successful resolution of all reported problems.

7.9.1 Contractor Validate and Track Requirements Responsibilities

1. Propose a defined methodology to gather and maintain requirements including the process of how JAD sessions will be conducted;

2. Provide proposed schedule of JAD sessions, not to exceed two (2) per day and no more than four (4) days per week;
3. Ensure that the Contractor's functional and technical experts are on-site during the JAD sessions to address and answer any questions;
4. Provide agenda for each JAD session at least two (2) days in advance to the participants.
5. Conduct and document JAD sessions;
6. Manage time efficiently during the JAD session to ensure efficient use of the participant's time;
7. Provide draft report of each JAD session, including, but not limited to, issues addressed, decisions made, and business rules linked to the requirements, workflows, forms, etc., to the DOEA Project Manager within three (3) days of conclusion of JAD session;
8. Provide final report of each JAD session, incorporating comments and revisions provided by DOEA within three (3) days of receipt of comments and revisions from DOEA Project Manager;
9. Gain the necessary understanding of DOEA processes, requirements, and data;
10. Describe the business processes that will exist as a result of the eCIRTS implementation;
11. Perform gap-fit analysis to identify any gaps between current and future processes and requirements;
12. Analyze and refine the database design;
13. Validate needs through prototyping of functionality, navigation, and workflow;
14. Prepare the requirements deliverable(s);
15. Revise deliverables as a result of the review and approval process; and
16. Document issues and decisions in the requirements sessions.

7.9.2 DOEA Validate and Track Requirements Responsibilities

1. Provide repository control of design deliverables;
2. Review and approve JAD schedule;
3. Review and approve all requirement deliverables;
4. Provide Contractor with comments and revisions to draft JAD report;
5. Provide subject matter experts to define/clarify DOEA business processes;
6. Provide policy, regulation, forms, and procedural reference material and interpretations as needed; and
7. Provide leadership in coordinating efforts with other agencies for requirements development.

7.9.3 Validate and Track Requirements Deliverables

The Contractor's requirements definition approach must include the following deliverables:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
15	Execution	Software Requirements Specifications	Requirement Definition	Yes	TBD
16	Execution	Requirements Traceability Matrix	Requirement Definition	Yes	TBD

7.10 Special Customer Requirements and Constraints

When the Department is to develop, procure, maintain, or use electronic and information technology, the Contractor shall ensure that the electronic and information technology allows employees and members of the public with disabilities to have access to and use of information and data that is comparable to the access to and use of information and data by employees who are not individuals with disabilities. These may require the products support assistive technology, such as screen enlargement, voice output, screen readers; increase in volume and/or alter the tonal quality, increase the signal-to-noise ratio; and not require fine motor control or simultaneous actions. See 36 CFR Part 1194 based on Section 508 of the Rehabilitation Act Amendments, 29 USC 794.

The Contractor shall obtain advance approval from DOEA IT for any new software that will be used in the development of the system and security features.

7.10.1 Health Insurance Portability and Accountability Act (HIPAA) and Business Associate Agreement

A vendor receiving a contract award under this ITN shall, where applicable, comply with the Health Insurance Portability and Accountability Act (42 U.S.C. 1320d), as well as all regulations promulgated under 45 CFR Parts 160, 162, and 164. To comply with these regulations, the successful vendor shall enter into a Business Associate Agreement with the Department.

7.11 Infrastructure/Application Installation and Implementation

The Contractor shall work closely with DOEA IT resources to install/provide and configure the infrastructure and applications required for the eCIRTS. The Contractor shall initialize the entire system including setup of initial user accounts and privileges.

The Contractor shall identify legacy data that requires cleansing early enough to allow DOEA to cleanse the Contractor-specified records. The Contractor shall verify cleansed data, convert data, port data from the legacy system to the new system, and validate data values and data integrity after porting.

The Contractor shall review and update the Implementation Plan (currently a component of the PMP) including DBA procedures, installation procedures, a rollback plan and rollout schedule, application installation scripts, and a Final Acceptance Report for each planned release in the approved Project Plan.

If eCIRTS includes equipment or services provided by a subcontractor, the Contractor shall be fully responsible (as prime Contractor) for the delivery of the entire system.

7.11.1 Contractor Application Installation and Implementation Responsibilities

1. Complete implementation deliverables;
2. Revise deliverables as a result of the review and approval process; and
3. Conduct all hardware and software installations.

7.11.2 DOEA Installation and Implementation Responsibilities:

1. Review and approve the Installation and Implementation Deliverables.

7.11.3 Application Installation and Implementation Deliverables

The Contractor's implementation approach must include the following deliverables:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
17	Execution	Application Installation Plan	Infrastructure/ Application Installation	Yes	TBD
18	Execution	Final Acceptance Report	Infrastructure/ Application Installation	Yes	TBD
19	Execution	Infrastructure/Software Implementation Plan	Infrastructure/ Application Installation	Yes	TBD

7.12 Interface Definition

The Contractor shall work closely with DOEA IT resources to define and document all interfaces requirements. Each interface shall be described in detail, specifying purpose, format, content, frequency, and processing for each interface transaction. There will be at least one Interface Definition document per external entity. The Contractor shall use existing external interfaces where they already provide the information needed by eCIRTS. For interfaces that are not sufficient, concurrence on the interface description will be required from the Department that controls the interfacing system. DOEA will coordinate approval from the Department in these instances. The Contractor shall coordinate with DOEA when interface changes and approval are needed. The Contractor shall support all meetings on the interface, prepare meeting minutes, and track interface coordination status in the status meetings. The Contractor shall generate a Software Requirements Specification per external partner that documents all eCIRTS interfaces to other systems, including unchanged existing interfaces, changed existing interfaces, and new interfaces. The Contractor shall update the Requirements Traceability Matrix to include interface requirements.

DOEA will attempt to avoid any changes to the Interface Definition after DOEA approval of the Software Requirements Specification. If an Interface Definition change is necessary, DOEA will attempt to defer the change until after system installation and implement the change with a Change

Order. The Contractor shall record such desired changes on a Change Order Request so that they may be addressed after the eCIRTS system is implemented in a production environment.

After the initial approval of the Software Requirements Specification or updated Requirements Traceability Matrix, or any portions thereof, the Contractor shall report all problems with approved interface definition to the DOEA Project Manager. The Contractor shall maintain and document the problems in Issues Log and confirm the successful resolution of all reported problems.

7.12.1 Contractor Interface Definition Responsibilities

1. Provide documentation on interfaces specifying purpose, format, content, frequency, and processing for each interface transaction;
2. Provide meeting minutes of each interface session, including issues addressed and decisions made, to the Project Manager within five (5) days of conclusion of the interface meeting;
3. Prepare the Interface Definition deliverables; and
4. Revise deliverables as a result of the review and approval process.

7.12.2 DOEA Interface Definition Responsibilities

1. Review and approve interface deliverables;
2. Provide subject matter experts to clarify interface issues;
3. Provide policy, regulation, forms, and procedural reference material and interpretations as needed; and
4. Provide leadership in coordinating efforts with other agencies for interface development.

7.12.3 Interface Definition Deliverables

The Contractor's interface definition approach must include the following deliverable:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
20	Execution	Interface Definition	Interface Development	Yes	TBD

7.13 Conceptual System Design

The Contractor shall generate a Conceptual System Design to provide the functional design documentation for the proposed eCIRTS system. This document shall include, but not be limited to, data models, process models, requirement models, etc., and must include both graphic and narrative component for each form, report, interface, conversion, and enhancement. All business rules and workflows must be documented in detail.

7.13.1 Contractor Conceptual System Design Responsibilities

1. Review and update the business processes that will exist as a result of the eCIRTS implementation;

2. Identify any gaps between current and future processes;
3. Prepare the Conceptual System Design deliverables;
4. Conduct walk-through of deliverables; and
5. Revise deliverables as a result of the review and approval process.

7.13.2 DOEA Conceptual System Design Responsibilities

1. Review and approve the Conceptual System Design deliverables; and
2. Provide policy, regulation, forms, and procedural reference material and interpretations as needed.

7.13.3 Conceptual System Design Deliverables

The Contractor's conceptual system design approach must include the following deliverable:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
21	Execution	Conceptual System Design	Design	Yes	TBD

7.14 Technical System Design

The Contractor shall minimize the number of software languages used in order to facilitate maintenance. The Contractor shall reduce data redundancy within the eCIRTS database to the lowest level possible without jeopardizing system performance.

The Contractor shall generate a Technical System Design and update the Requirements Traceability Matrix to reflect the relationship between requirements and design elements.

The Contractor shall conduct informal reviews of the design as it is developed.

At the completion of the system development, the Contractor shall ensure that the Technical System Design is updated to represent the complete "as-built" eCIRTS system.

The Contractor shall conduct in-process development reviews, use software development standards, perform code and unit tests, and maintain Technical System Design documents for each object being developed.

After the initial approval of the Technical System Design or updated Requirements Traceability Matrix, or any portion thereof, the Contractor shall report all problems with approved design to the DOEA Project Manager. The Contractor shall maintain a database of all reported problems, document the problems in the Issues Log, and confirm the successful resolution of all reported problems. The Contractor shall provide DOEA access to the Issues Log database, either through direct access to the database, daily downloads, or some other mechanism.

7.14.1 Contractor Technical System Design Responsibilities

1. Analyze and refine the database design;

2. Validate needs through prototyping of forms/screens, menu navigation, and business functions;
3. Prepare the Technical System Design deliverables;
4. Prepare the Testing Plan deliverables;
5. Document issues and decisions in the design deliverables;
6. Conduct walk-through of deliverables; and
7. Revise deliverables as a result of the review and approval process.

7.14.2 DOEA Technical System Design Responsibilities:

1. Review and approve the Technical System Design deliverables;
2. Review and approve the Testing plan deliverables; and
3. Provide policy, regulation, forms, and procedural reference material and interpretations as needed.

7.14.3 Technical System Design Deliverables

The Contractor's technical system design approach must include the following deliverables:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
22	Execution	Technical System Design	Design	Yes	TBD

7.15 Data Conversion

The Contractor must plan, coordinate, and monitor all conversion activities.

The Contractor is responsible for developing a functional and technical design for the conversion software including designing and developing the overall conversion plan, developing and testing the conversion software, coordinating all conversion activities, developing the control processes to manage any manual conversion efforts, and supporting DOEA's manual conversion as necessary. The Contractor must work closely with DOEA to formulate data conversion algorithms and develop a detailed data conversion plan to convert the existing electronically stored data.

The Contractor must develop the software and/or use software to extract legacy data into the new eCIRTS system. The Contractor must achieve at least a 98 percent success rate for the automated data conversions. These conversions must be verified using reports that clearly demonstrate that the transfer has been handled properly and provide an audit trail for all the data loaded into the eCIRTS system.

The Contractor shall be responsible for data cleansing in concert with DOEA. Data stored in the current systems is known to have some inaccuracies, duplication, and gaps. The Contractor must produce reports to identify records that are inaccurate or probable duplicates based on criteria supplied by DOEA staff. DOEA staff will be responsible for any manual effort to verify inaccurate or duplicate records. DOEA staff will determine whether merging should occur for duplications and, if conflicts exist, which data is correct.

DOEA staff will be responsible for resolving any discrepancies in data that cannot be converted automatically. DOEA staff with extensive knowledge of the legacy systems teamed with resources from the Contractor shall perform the analysis to determine the data conversion algorithms needed to load the eCIRTS system.

DOEA will be responsible for any required manual data conversion efforts, although automated methods must be used unless otherwise agreed upon by DOEA. Manual efforts are defined as single record efforts. Automated efforts are defined as the processing of groups of records.

Sufficient converted data must be available for the unit test, integration test, system test, performance test, and acceptance test. The data conversion software and procedures must be designed to be used during the proposed implementation before any region or group goes online with eCIRTS.

7.15.1 Contractor Conversion Responsibilities

1. Determine with DOEA assistance the legacy system source data fields and eCIRTS target data fields for all legacy system data elements;
2. Identify "missing" data (data needed by eCIRTS but unavailable from existing systems);
3. Recommend procedures for handling missing data, data exceptions, and default values;
4. Develop a comprehensive data conversion plan;
5. Develop data conversion specification documents for users and support staff;
6. Develop data conversion schedule;
7. Conduct mock conversion;
8. Produce reports of likely inaccurate or duplicate entities/records;
9. Recommend the method to combine multiple entities/records into one record;
10. Develop and run legacy system downloads to feed to the data conversion software;
11. Develop and test the data conversion software;
12. Develop and test automated data cleanup software;
13. Run data conversion software for unit test, integration test, system test, performance test, and acceptance test;
14. Run and test data conversion software in accordance with the phased approach requirement; and
15. Develop Data Conversion verification results.

7.15.2 DOEA Data Conversion Responsibilities

1. Document legacy system fields, combinations of codes, and history of changes to codes;
2. Provide support to enable the Contractor's staff to write and execute data extract programs for legacy systems;
3. Approve procedures for handling missing data, data exceptions, and default values;
4. Approve the conditions when two or more entities are to be combined as one Entity;
5. Approve the proposed method to combine multiple entity records into one record;
6. Determine the level of manual effort and provide the staff needed;
7. Perform manual data cleanup;
8. Perform any manual data entry;
9. Perform manual entity merges;

10. Review and approve Data Conversion design deliverables;
11. Complete review of Data Conversion test results; and
12. Approve the Data Conversion process as complete.

7.15.3 Data Conversion Deliverables

The Contractor's technical system design approach must include the following deliverables:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
23	Execution	Data Conversion Plan	Data Conversion	Yes	TBD
24	Execution	Data Conversion Scripts	Data Conversion	Yes	TBD

7.16 Code Development and Unit Testing

For any custom development, the Contractor must maintain code review and unit testing results for quality assurance reviews by DOEA. Unit testing must be done on each unit of code to ensure that it functions as specified. The change control procedure must be used to address requested changes in design and implementation. Design, development, and testing staff must initiate Change Order Requests when encountering inconsistencies or opportunities for refinement in the application. The eCIRTS Project Manager, together with assigned management staff, will review and make a determination on all Change Order Requests. This procedure will provide a clearance process for resolving the inconsistencies or incorporating refinements to the systems. The change control process must document approved changes to the functional and technical designs, test plans, and training plans.

The Contractor must develop and document unit testing guidelines that provide the development standards and guidelines. This deliverable must be developed and approved by DOEA before any coding or development can begin. For non-COTS/Framework software provided by the Contractor as part of the eCIRTS system, the Contractor shall provide a Tested Release of Application consisting of software code and release notes as planned in the project schedule. The Contractor shall update and resubmit the software code whenever changes to the operational software are implemented.

The Contractor shall document the problems in an Issues Log and confirm the successful resolution of all reported problems. The Contractor shall provide DOEA easy and frequent access to the Issues Log database either through direct access to the database, daily downloads, or some other mechanism.

7.16.1 Contractor Code Development and Unit Testing Responsibilities

1. Create new or modified objects;
2. Code new or modified programs;
3. Create unit test data and test environment;
4. Design and perform unit testing;
5. Report unit test results;

6. Prepare Code Development and Unit Testing Deliverables; and
7. Revise deliverables as a result of the review and approval process.

7.16.2 DOEA Code Development and Unit Testing Responsibilities

1. Review system objects for conformance with software development and documentation standards;
2. Provide clarification of requirements and design option decisions;
3. Track and review change control requests;
4. Provide change control decisions as required to modify and clarify the requirements; and
5. Review and approve the Code Development and Unit Testing Deliverables.

7.16.3 Code Development and Unit Testing Deliverables

The below deliverables may be included as part of a master test plan. The Contractor's code development and unit testing approach must include the following deliverables:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
25	Execution	Unit/System Testing Guidelines	Testing	No	TBD
26	Execution	Unit/System Tested Release of Application	Testing	Yes	TBD

7.17 Testing

The Contractor shall test eCIRTS in accordance with established software development practices, including the following:

1. Integration testing to confirm that assembled units, modules, and COTS/Framework application modules operate effectively together and to ensure that functional objectives are being achieved;
2. Interface testing to exercise every interface and confirm that each interface operates according to the Interface Definition, including interfaces to COTS/Framework packages;
3. System testing to exercise the assembled system and confirm that it operates as expected, including all system security and user profiles;
4. Stress testing to exercise the system to the limits of its requirements and beyond those limits to confirm graceful failure, including COTS/Framework packages;
5. Performance testing to confirm satisfaction of performance requirements in a simulated test environment;
6. Usability testing to evaluate the human-machine interface and the web browser interface; and
7. The Contractor shall track status for test planning and test results and report in status meetings and status reports. The Contractor shall provide to DOEA test plans and test

results for each of the above tests. DOEA reserves the right to participate in any testing activity.

7.17.1 Contractor Testing Responsibilities

1. Establish the test environments;
2. Configure the system to the most current production version of all underlying software, tools, and databases, unless DOEA agrees to an exception;
3. Create test data and test files needed for initial testing, as well as for retesting;
4. Conduct integration and system tests (each module can be tested when it is completed. The compatibility of all modules for the entire system must be tested when all modules have been completed);
5. Conduct interface testing;
6. Correct problems, repeating integration, system or performance testing until expected results are obtained;
7. Conduct stress and performance testing; and
8. Document integration, system, and performance test results.

7.17.2 DOEA Testing Responsibilities

1. Review and approve the Contractor's integration test result documentation;
2. Review and approve the Contractor's interface test result documentation;
3. Review and approve the Contractor's system test result documentation;
4. Review and approve the Contractor's stress test result documentation; and
5. Review and approve the Contractor's performance test result documentation.

7.17.3 Testing Deliverables

The Contractor's code development and unit testing approach must include the following deliverables:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
27	Execution	Unit/System Test Results Log	Testing	Yes	TBD

7.18 User Acceptance Testing

The Contractor shall plan, help conduct, and report on acceptance testing to demonstrate that all requirements are met. DOEA may identify additional tests during review of acceptance test planning and testing to ensure that the acceptance tests are robust and complete. The Contractor shall develop test cases, test scripts, test data, and test files for all test cases, including any added by DOEA. The Contractor shall confirm that acceptance tests have been planned for all requirements by tracing the requirements to the planned acceptance tests and their associated test cases and test scripts.

Acceptance testing shall be conducted in a test environment that duplicates the operational environment to the greatest extent possible. An acceptance test team composed of state management and users from different functional areas, including field staff and local staff, will perform the acceptance test together with help and support of the Contractor's personnel.

Stress and performance testing shall be conducted as part of the acceptance testing in the acceptance test environment.

The acceptance testing shall verify the following:

- Documentation of any defects existing in the software;
- Full installation of the application software and functional objectives;
- Conversion of legacy data and manual data;
- Completeness and accuracy of system documentation;
- All edits and features perform as specified in the requirements;
- Response time and overall system performance;
- System hardware, software, and telecommunications performance;
- System, data, and application security; and
- Accuracy/performance of system interfaces.

The Contractor shall not consider any acceptance test case complete until DOEA representatives of the joint test team concur. The Contractor shall refer any disagreements within the joint test team regarding test case completion or test case success to DOEA project management for resolution. As problems are discovered, they must be evaluated and their effects must be estimated and documented. Necessary modifications must be made to software, documentation, and training materials consistent with the system design documents and other deliverable acceptance criteria. The Contractor shall record all problems identified during acceptance testing in the Issues Log. The Contractor shall troubleshoot all test result anomalies to determine the source of the problem. If necessary, the Contractor shall update the test plan, test cases, and test scripts, and shall modify and retest eCIRTS. Following any software change or test script change made during the acceptance testing period, the Contractor shall perform a regression analysis of tests already executed to determine which test results may have been affected by the change and need to be re-executed. The Contractor shall review the planned regression tests with DOEA and receive written approval for the retest plans before proceeding with the regression testing. In order to accomplish regression testing, the joint test team shall recreate test conditions, re-execute tests, and confirm that test results have not changed from the expected results.

The Contractor shall base test data on actual data provided by DOEA, but the Contractor shall scrub all test data to remove all confidential information such as actual names, addresses, Social Security numbers, etc.

The Contractor shall generate a User Acceptance Test Plan, User Acceptance Test Scenarios, and User Acceptance Test Result Logs. During acceptance test planning, the Contractor shall update the Requirements Traceability Matrix to reflect the relationship between requirements and planned acceptance tests.

The Contractor shall successfully complete acceptance testing before requesting deployment authorization.

7.18.1 Contractor Acceptance Test Responsibilities

1. Establish the application in the Acceptance Test environment;
2. Configure the system to the most current production version of all underlying software, tools, and databases, unless DOEA agrees to an exception;
3. Supply training needed for the Acceptance Test;
4. Create Acceptance Test data and test files needed for initial testing, as well as for re-testing (if any);
5. Generate User Acceptance Test Plan, User Acceptance Test Scenarios, and User Acceptance Test Result Logs;
6. Update Requirements Traceability Matrix to reflect the relationship between requirements and planned acceptance tests;
7. Provide support during Acceptance Test;
8. Document and correct problems; and
9. Develop Acceptance Test Analysis Reports.

7.18.2 DOEA Acceptance Test Responsibilities

1. Arrange for acceptance test staff availability;
2. Execute Acceptance Test plan iteratively;
3. Provide support during Acceptance Test;
4. Review and approve documentation and correction of problems;
5. Review and approve Acceptance Test Analysis Reports; and
6. Review and approve Acceptance Test deliverables.

7.18.3 User Acceptance Testing Deliverables

The Contractor's user acceptance testing approach must include the following deliverables:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
28	Execution	User Acceptance Test Plan	Testing	Yes	TBD
29	Execution	User Acceptance Test Scenarios	Testing	Yes	TBD
30	Execution	User Acceptance Test Results log	Testing	Yes	TBD

7.19 Training

The following are training requirements for the eCIRTS Project and a description of the corresponding responsibilities for the Contractor and DOEA.

DOEA is interested in optimizing its training funding by employing a method to train a large user population that balances effectiveness with expense. The Contractor will review and provide updates

to the training plan documented in the Organizational Change Management Plan, which will ensure that all DOEA eCIRTS users and external users (providers/clients) have the knowledge and skills necessary to effectively employ the new eCIRTS application and supporting technology.

7.19.1 Training Expectations

The eCIRTS training must be:

1. Described in a detailed training plan that is submitted to DOEA for review and approval;
2. Delivered in time to meet the implementation schedule;
3. Targeted to the business or support process for the appropriate level of staff within the process. The training will include training on the functionality in sufficient detail, so staff will know how to perform their assigned duties within the eCIRTS environment;
4. Described in a curriculum architecture or framework that covers planned training for all training target groups, including external users;
5. Developed using training methods appropriate to the course content and based on functional roles;
6. Developed and delivered using an industry standard instructional methodology (for example, instructor-led training or computer-based training);
7. Delivered using step-by-step user and system instructions that include data field options and status updates;
8. Developed and delivered using sound adult learning principles;
9. Delivered in a simulated production-like training environment that permits practicing new skills;
10. Delivered to effectively sized groups of participants for hands-on computer training;
11. Repetitive and, where possible, draws upon existing capability and skills of end users;
12. Updated with lessons learned, solutions, and enhancements from previous training sessions;
13. Integrated with the online help functionality in eCIRTS;
14. Aimed at skill acquisition and helping end users to become self-sufficient in the use of the new eCIRTS application software;
15. Delivered by trainers/instructors with proven technical, DOEA process, and training skills;
16. Delivered by a group of trainers comprised of Contractor staff and DOEA staff who have learned how to deliver training through an effective train-the-trainer experience;
17. Delivered at facilities in Tallahassee and across the state;
18. Available for existing employees and new hires during the implementation phase of the project;
19. Inclusive of training materials and training/job aids for ongoing end-user reference and support;
20. Available for “refresher” training in prerequisite class information or other required knowledge, when necessary;
21. Developed to build upon the material in prerequisite classes;
22. Developed with a plan for continuing education and software application updates;
23. Delivered consistently from one training session to another;

24. Designed to provide remedial training in the needed topic(s) that address the training topic from a different perspective to aid in student understanding for each student that fails to master one or more training topics;
25. Conducted prior to the scheduled implementation at the appropriate time for knowledge retention so there is not a long delay between when users are trained and when they begin to use the operational system;
26. Tests and course evaluations must be administered at the end of each course. Test scores will be stored with the employee's training record. Course evaluations results will be stored and used to improve training;
27. The Contractor must supply the course test related information that will be maintained in the employee's training record. DOEA will have responsibility to update the employee's training record with course-related information;
28. Scheduled with the time and location for each trainee and provided in enough advance to allow supervisors to request schedule changes;
29. The Contractor must provide the training schedule to DOEA. The trainers must track attendance and class completion and provide status information to DOEA; and
30. Developed for external users to access and eCIRTS system functions available to the general public.

7.19.2 Training Environment

1. The Contractor must create a training environment and database for training that contains sufficient variety of data and allows students to explore all parts of the eCIRTS system through hands-on exercises;
2. Any necessary hardware or software required for the training environment must be included in the Contractor's proposal;
3. The training data must be based on a variety of stages in the life cycle of a typical record to provide "real-life" experience and must not include actual data to protect confidentiality;
4. All training courses must be designed to use a fresh copy of the training database for examples and exercises;
5. A mechanism is needed to allow each trainee to have a copy of the same record to work with for exercises perhaps by having multiple copies of certain records in the training database;
6. There must be a method to simulate data flow to and from other systems when needed to demonstrate a function during training (e.g., to simulate interfaces without disturbing production); and
7. The Contractor must establish a refresh schedule for the training database that matches the needs of the training schedule. If one refresh schedule cannot suit all classes, the Contractor must set up multiple copies of the training database and an easy method to access the proper copy or an easy method for allowing trainers to conduct a refresh of training data without requiring technical assistance.

7.19.3 User Categories

The Contractor must assist with training for approximately 550 internal users and 1,850 external providers. Users fall into categories or target groups based on their DOEA process role and region.

The Proposer should not assume that the number of internal users will be an accurate representation of staffing at the time training will be provided.

During the implementation phase of the eCIRTS Project, training staff will consist of trainers from the Contractor and DOEA. At the completion of the implementation phase, it is intended that DOEA staff will have mastered the new eCIRTS application and will assume primary responsibility for all future training.

Following is a brief description of the envisioned training roles and responsibilities for DOEA and the Contractor.

7.19.4 Contractor Training Responsibilities

The Contractor will have primary responsibility for all eCIRTS software application training during the implementation phase of the project. The Contractor is responsible for scheduling the training class dates, reserving classrooms, providing trainers and in-class liaison staff, scheduling attendees, developing class materials, copying class materials, establishing training system access, and providing logistical support. The scheduling must allow some flexibility for workers to choose sessions around their work schedule.

The Contractor is expected to develop all core module training, appropriate refresher training, and relevant updates on eCIRTS application software. The Contractor is expected to deliver the following training:

1. Project Team members – This target audience includes Project Team members (functional and technical analysts), also considered "super users."

2. Trainers – Trainers will be identified, including Department and Contractor staff. The Contractor will assist with the development and implementation of the training material. The Contractor will conduct the "train-the-trainer" sessions, which will be the method to distribute education materials. These sessions will cover the basic skills of training, as well as eCIRTS project specifics.

3. Customer Service/Help Desk/User Support Specialists - The Contractor will develop and implement a customer service help desk and user support specialist training program that ensures designated staff members are capable of providing effective help desk and user support services. The training for help desk/user support staff members must cover all core module training, plus the following knowledge and skill areas:
    a. Face-to-face and remote diagnosis and troubleshooting techniques;
    b. Knowledge of eCIRTS application architecture;
    c. Application security and access controls;
    d. Software maintenance; and
    e. Reporting, ad hoc query, and data warehouse queries.

4. Technical Support – The Contractor will develop a training program for technical support. The training must cover all core module training plus the following knowledge and skill areas:
    a. Knowledge of eCIRTS application architecture;
    b. eCIRTS web services;
    c. Firewall and network infrastructure support;
    d. Application security and access controls;

e. Software maintenance; and
f. Printing.

5. The Contractor will facilitate knowledge transfer to DOEA staff and all other project team members concerning all aspects of the functionality, use, and reporting capability of the eCIRTS system, as well as the Contractor's approach to planning, analysis, design, construction, configuration, and implementation of the eCIRTS application software.

6. The Contractor must incorporate into the training program a mechanism to evaluate the effectiveness of the training and ensure user competency. The evaluation method must be based on an industry standard assessment. If this evaluation indicates that the training is inadequate, the Contractor must revise the training program and training materials to improve the training.

DOEA recognizes that if COTS/Framework is proposed as part of the Contractor's solution, some of the training may be available from the COTS/Framework provider. In this case DOEA understands that the COTS/Framework training may not be organized as required above or may not address all required topics. However, if the COTS/Framework training falls significantly short of the required training topics, the Contractor must develop supplemental training to augment the COTS/Framework training in deficient areas.

Additionally, the Contractor is responsible for the following activities:

1. Coordination of Training with Other Aspects of the Project – The Contractor will help plan, advise, and support coordination of training activities with help desk/user support, organizational change management, and functional/ technical aspects of the project.
2. Training Registration and Tracking – The Contractor will track and report training participation during the implementation phase of the project.

7.19.5 DOEA Training Responsibilities

DOEA assumes responsibility to:

1. Develop and deliver training related to operational procedures and policy changes as a result of eCIRTS implementation. The delivery mechanism for this training may be instructor led, and the Contractor will be expected to provide resources with expertise in eCIRTS functionality to participate during DOEA procedure training to answer any questions related to the functionality of the system;

2. Deliver application training based on a train-the-trainer scenario to the following end users:

    i Internal Staff Functional End Users – This target group involves DOEA CARES staff, supervisors, specialists, and support staff, as well as State executives and managers.

    ii External End Users (Providers) – The target group includes AAA, ADRC, and Lead Agency staff;

3. Work closely with the Contractor in planning, monitoring, and delivery of training;

4. Assign a training team leader from DOEA project team;

5. Monitor all training provided by the Contractor;

6. Review evaluation forms and provide feedback on training design and delivery throughout the implementation training period; and

7. Provide training facilities for the project as required.

7.19.6 Training Deliverables

The Contractor's training approach and program must include the following deliverables:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
31	Execution	eCIRTS Training Plan	Training	No	TBD
32	Execution	eCIRTS Training Completion Report	Training	No	TBD

7.20 User Documentation

The Contractor must develop user documentation and must update the Requirements Traceability Matrix to reflect that the User Manual has completely addressed all eCIRTS functionality, as recorded in the requirements.

The manual must be consistent with the online help information and must be available to users online.

7.20.1 Contractor User Documentation Responsibilities

1. Develop user documentation deliverable(s).

7.20.2 DOEA User Documentation Responsibilities

1. Review and approve deliverable(s).

7.20.3 User Documentation Deliverables

The Contractor's user documentation approach must include the following deliverable:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
33	Execution	eCIRTS User Documentation	Documentation	No	TBD

7.21 System Documentation

The Contractor must develop system and technical documentation.

7.21.1 Contractor User Documentation Responsibilities

1. Develop system and technical documentation deliverables.

7.21.2 DOEA User Documentation Responsibilities

1. Review and approve system and technical deliverables.

7.21.3 User Documentation Deliverables

The Contractor's system and technical documentation approach must include the following deliverable:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
34	Execution	System Maintenance Documentation	Documentation	No	TBD

7.22 Implementation Planning

Based on the Contractor's rollout strategy defined in the proposal, the Contractor must review and update the Implementation Plan (currently a component of the PMP), which will plan for a phased approach (site based and/or functionality based). The plan must identify the steps leading up to the rollout, as well as the strategy and approach to roll back in case of major issues encountered during the rollout. For phased approach, the plan must also show how the remaining sites/functionality will be implemented.

The Contractor shall determine when the system is ready for deployment. The Contractor shall base this determination on successful completion of acceptance testing, hardware and software installation, data cleansing, data porting from legacy systems to eCIRTS, and initialization of eCIRTS. When the system is ready for operational use, the Contractor shall generate a Deployment Authorization that is subject to DOEA approval and shall conduct the Deployment Authorization Review.

7.22.1 Contractor Implementation Planning Responsibilities

1. Prepare Implementation Planning Deliverables;
2. Revise deliverables as a result of the review and approval process;
3. Conduct Deployment Authorization Review; and
4. Prepare Deployment Authorization Report.

7.22.2 DOEA Implementation Planning Responsibilities

1. Review and approve Implementation Planning Deliverables;
2. Participate in the Deployment Authorization Review;
3. Provide approval for the system to be deployed; and
4. Review and approve Deployment Authorization Report.

7.22.3 Implementation Planning Deliverables

The Contractor's implementation planning approach must include the following deliverables:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
35	Execution	eCIRTS Implementation Plan	Implementation	Yes	TBD
36	Execution	Deployment Authorization	Implementation	Yes	TBD

7.23 Disaster Recovery

The Contractor shall prepare a plan for disaster recovery, which provides detailed actions to be taken in the event of a natural disaster (fire, water damage, etc.) or a disaster resulting from negligence, sabotage, mob action, etc.

The Disaster Recovery Plan shall at a minimum include the following:

(1) Documentation of approved backup arrangements;
(2) Formal agreement of all parties;
(3) An established processing priority system;
(4) Arrangements for use of a backup facility; and
(5) Periodic testing of the backup procedures/facility. The Contractor shall document these plans in the Disaster Recovery Plan.

Prior to operational use of eCIRTS, the Contractor shall test the planned disaster recovery process as documented in the Disaster Recovery Plan.

7.23.1 Contractor Disaster Recovery Responsibilities

1. Prepare Disaster Recovery Deliverables.
2. Revise deliverables as a result of the review and approval process.

7.23.2 DOEA Disaster Recovery Responsibilities

1. Review and approve Disaster Recovery Deliverables.

7.23.3 Disaster Recovery Deliverables

The Contractor's knowledge transfer approach must include the following deliverable:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
37	Closing	Disaster Recovery Plan	Disaster Recovery	No	TBD

7.24 Knowledge Transfer

The Contractor shall perform system operations during the base contract operational period and during optional year operational periods, if exercised by DOEA.

The Contractor shall perform all operations tasks, including operator support, system administration, database administration, problem troubleshooting and coordination, preventive maintenance, and repair. This would be ongoing in the event of a software as a service solution.

For non-SaaS solutions, the Contractor shall develop a Knowledge Transfer Plan that covers two aspects of operational transition: (1) when the Contractor transitions from development to operations of eCIRTS, and (2) when the Contractor transitions operations and maintenance of eCIRTS to DOEA or an DOEA designated agent.

The Contractor shall operate the eCIRTS system at time of deployment for the duration of the contract and then transition the operation of eCIRTS to DOEA or their designated agent.

Upon DOEA direction, the Contractor shall transition the maintenance of eCIRTS as directed and according to DOEA-approved Knowledge Transfer Plan. As part of the transition, the Contractor shall provide up-to-date copies of the Software Requirements Specification, Requirements Traceability Matrix, Conceptual System Design, Unit Test Guidelines, Tested Release of Application, Interface Definition, User Acceptance Test Plan, User Acceptance Test Scenarios, Training material, Training Testing and Evaluation material, User Documentation, System Maintenance Documentation, and Disaster Recovery Plan. The Contractor shall ensure that the material to be transitioned is complete and correct at the time of transition.

The Contractor shall generate a Project Close-out Report at the completion of the transition.

7.24.1 Contractor Knowledge Transfer Responsibilities

1. Prepare Knowledge Transfer Deliverables; and
2. Revise deliverables as a result of the review and approval process.

7.24.2 DOEA Knowledge Transfer Responsibilities

1. Review and approve Knowledge Transfer Deliverables.

7.24.3 Knowledge Transfer Deliverables

The Contractor's knowledge transfer approach must include the following deliverables:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
38	Closing	Knowledge Transfer Plan	Knowledge Transfer	Yes	TBD
39	Closing	Project Close-Out Report	Knowledge Transfer	Yes	TBD

7.25 Warranty Support

For software developed specifically for eCIRTS, and for integration of all software in eCIRTS, the Contractor shall provide a warranty for a period of at least 120 calendar days after full operational capability is declared. The warranty support shall be provided by the Contractor's staff involved in the initial implementation phase of the eCIRTS project. The warranty support shall include testing to isolate problems, problem correction, integrated testing of any warranty repair to ensure that it is complete and appropriate, and regression testing to avoid other problems created by the warranty repair. The Contractor shall coordinate installation and testing of repaired software with DOEA. The Contractor shall update all documentation affected by the change. For critical problems that prevent complete operation of eCIRTS, the Contractor shall provide a workaround for the problem within four (4) hours. The Contractor shall fix all identified warranty problems within seven (7) days of problem identification.

The Contractor shall generate a Warranty Completion Report. DOEA approval of the Warranty Completion Report will indicate that all warranty items have been satisfactorily resolved and, therefore, constitutes final acceptance.

7.25.1 Contractor Warranty Support Responsibilities

1. Prepare warranty support deliverables;
2. Revise deliverables as a result of the review and approval process;
3. Correct reported deficiencies in the eCIRTS system including all levels of retesting and making all the corresponding documentation changes;
4. Provide standard warranty available with the commercial product (COTS/Framework software);
5. Coordinate with the vendor any problems identified in the hardware or COTS/Framework software; and
6. Test the updated solution and install or update the changes on eCIRTS.

7.25.2 DOEA Warranty Support Responsibilities

1. Review and approve Warranty Support Deliverables.

7.25.3 Warranty Support Deliverables

The Contractor's warranty completion report approach must include the following deliverable:

ID #	Project Phase	Deliverable Title	Work Stream	PAC Milestone Approval Required (Yes/No)	Payment Milestone (Yes/No)
40	Operations and Maintenance	Warranty Completion Report	Warranty	Yes	TBD

7.26 Post Warranty Maintenance

The Contractor shall provide post-warranty hardware and software maintenance during the base contract operational period and during option year operational periods, if exercised by DOEA.

The Contractor shall provide all necessary hardware preventive maintenance. The Contractor shall provide maintenance of COTS/Framework software packages. For COTS/Framework package updates, the Contractor shall evaluate the impact on eCIRTS of installing the update, solicit DOEA approval for incorporating the update, install the update, and troubleshoot and resolve any resulting problems at no charge to DOEA.

The Contractor shall maintain developed software by developing a list of needed fixes identified by Contractor staff or DOEA staff and coordinate with DOEA to prioritize the needed maintenance updates. Developing, testing, and installing a software maintenance update will be performed by the Contractor as a Change Order Request.

If eCIRTS includes equipment or services provided by a subcontractor, the Contractor shall be fully responsible (as prime Contractor) for the maintenance of the entire system.

7.26.1 Contractor Post Warranty Support Responsibilities

1. Provide hardware preventative maintenance;
2. Provide maintenance of COTS/Framework software packages;
3. Evaluate impact of software upgrades on eCIRTS;
4. Maintain eCIRTS and track identified fixes;
5. Prioritize maintenance updates; and
6. Develop, test, and install maintenance updates.

7.26.2 DOEA Post Warranty Support Responsibilities

1. Review and approve post-warranty work.