

Attachment L

Post Implementation Support Approach and Plan Response



Narrative/Requirement

The Respondent contract will include moving into support mode for the duration of the contract after production deployment and after the initial post-production support period (part of implementation costs) of 90 days. The Department requires a Respondent Service Desk to be established with a clear service level agreement (SLA). Support shall include reporting and responding to incidents, tracking change requests, tracking bugs, and performance and statistics reporting.

Vendor Response

Respond with an approach and plan to providing product support when the product is released into full production (and after initial post implementation support). Include recommendations for inclusion in the service level agreement and proposed target response times.