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Attachment A – MSS Implementation Plan

A. Implementation Plan Response Instructions

Bidders should read all sections of this attachment and prepare their response to the MSS Implementation Plan for inclusion with their proposal regarding the NSP MSS RFP, for their proposed system solution.

It is the State's desire that this solution be designed, developed, and implemented and accepted in a timeframe not greater than 24 months from contract signing.

1. Project Management

The contractor shall provide full project management, planning, monitoring, supervision, tracking, and control of all project activities during the term of the contract. The contractor will employ project management industry standards and practices in the performance of all work.

B. System Implementation Tasks and Deliverables

This section of the Plan, together with APPENDIX A – Project Deliverables, provides a detailed description of the scope of work to be performed by the contractor throughout the System Implementation Phase (Phase 1) of the contract, including MSS solution development, implementation, and testing.

1. Task 1 – Project Administration

The requirements of this task constitute the project management functions to be performed by the contractor during Phase 1 of the contract. The contractor shall document management organization, roles, and responsibilities; resources; processes; and other pertinent management information in the project plans, including a Project Management Plan (DEL-01) and an Integrated Master Schedule (IMS) (DEL-03), and keep such plans current as necessary throughout the System Implementation Phase.

i. Subtask 1.1 – Develop Project Plans

The contractor will review the system requirements with the state's project manager. Based on that review, the selected contractor shall have the primary responsibility of preparing a project plan document (Project Management Plan) and submitting it for written approval to the state's project manager. The state shall work closely with the selected contractor during the preparation of the Project Management Plan. The state has final discretion in requiring an order of tasks and deliverables and/or a dependency of paid and unpaid tasks and deliverables.

In addition, the contractor shall develop an IMS (DEL-03) and keep it current throughout the System Implementation Phase of the contract. The IMS shall be resource-loaded and shall include, at a minimum, all activities required under this Plan, including all management and technical reviews. The IMS shall identify activities by applicable site (primary site, continuity of operations [COOP] site, and remote sites). The IMS shall provide for and identify any schedule margins/reserve and shall provide sufficient detail to demonstrate confidence that the schedule is complete and realistic. The IMS shall identify due dates associated with any state-furnished items (e.g., information, data, facilities access) and with all selected contractor deliverable items.

1. Deliverable Sub-task 1.1 – Project Plans

All bidders shall include a Draft Project Management Plan and a Preliminary Master Schedule as part of their proposal submission. Within 30 days of the effective date of the contract, the contractor shall provide for the state's approval a Project Management Plan developed using a standardized project management software package, such as MS Project, that is universally accessible by all project team members and shall, at a minimum, include the following:

a. All work described in this RFP, including:

   i. All deliverables, including those referenced in the pricing schedule.
   ii. All tasks, subtasks, and other work.
   iii. Associated dependencies, if any, among tasks, subtasks, deliverables, and other work.
   iv. Resources assigned to each task, subtask, and deliverable and to other work.
   v. Start date and date of completion for each task, subtask, and deliverable and for other work.
   vi. Proposed state review period for each deliverable.
   vii. Proposed milestones.
   viii. Schedule margin/reserve for each task.
   ix. Other information reasonably required by the state.

b. Identification of all key selected contractor personnel and staff.
c. A deficiency management plan, documenting the approach to deficiency management, including methodology, recommended tools, and escalation process.
d. A project communications plan.
e. A risk management plan, documenting the approach to risk analysis (i.e., the evaluation of risks and risk interactions to assess the range of possible project outcomes), risk mitigation (i.e., the identification of ways to minimize or eliminate project risks), and risk tracking/control (i.e., a method to ensure that all steps of the risk management process are being followed and risks are being mitigated effectively), as well as clearly establishing a process for problem escalation, to be updated, as needed, throughout the term of the contract.
f. Initial identification of risks that may impact the delivery of the solution.
g. A project staffing and resource management plan.
h. A configuration and change management plan. In this context, "change" refers to altering the functionality of, or adding functionality (e.g., changes to the project scope) to, any solution component. The approach shall ensure that the impact of and rationale for each change are analyzed and coordinated prior to being approved.

i. Deliverable acceptance criteria, which shall be based on the terms of the contract, including the Plan and the actual tasks being completed, and they shall include all documentation, whether specified in the Plan or not, that is consistent with good analytical practices, as determined by the state.

The contractor shall prepare and provide to the state a finalized Project Management Plan pursuant to Subtask 1.1 – Develop Project Plans. The Project Management Plan may be modified only if such modification has been approved in advance in writing by the state's project manager. The Project Management Plan shall be the basis for the project schedule, which shall be updated upon finalization of the Project Management Plan.

The contractor shall also develop a finalized IMS, as provided in Subtask 1.1 – Develop Project Plans, which shall include the activities required as part of implementation.

The deliverables required to be provided by the contractor under Subtask 1.1 shall include:

1. DEL-01: Project Management Plan.
2. DEL-03: IMS.
3. DEL-07: Meeting Agenda.
4. DEL-08: Presentation Materials.
5. DEL-09: Meeting Minutes.

Table 1: Management and Technical Reporting and Reviews

Review	Location
Project Kickoff Meeting	State Facility
System Requirements Review (SRR)	State Facility
System Design Review (SDR)	State Facility
Product Test Readiness Review (PTRR)	Selected contractor's Facility *(unless otherwise determined)*
Pre-Ship Review (PSR)	Selected contractor's Facility *(unless otherwise determined)*
System Test Readiness Review (STRR)	State Facility
Operational Readiness Review (ORR)	State Facility
Final Acceptance Review (FAR)	State Facility
Project Management Reviews	State Facility

ii. Subtask 1.2 – Prepare Status Reports and Conduct Conferences

The contractor shall provide ongoing project administration, which shall include the following:

1. Monthly written project plan update reports.
2. Weekly status update conferences.
3. Attendance at meetings with state executives and management as needed.

4. Updates to the Project Management Plan and the project schedule documents.

The contractor's project manager shall provide full project management and control of project activities. The contractor's project manager shall present to the state's project manager written status reports documenting project progress, plans, and outstanding issues. The contractor's project manager shall meet with or conduct a status update conference with the state's project manager weekly, or as otherwise agreed to by the state and contractor, to review project status reports and any related matters. All variances shall be presented to the state for approval at the status meetings. The first report shall be presented to the state's project manager 1 week after the effective date in a format approved by the state. This subtask shall include:

1. Project planning and direction.
2. Selected contractor staffing and personnel matters, including management of selected contractor technical staff.
3. Evaluation of results and status reporting.
4. Incorporation of the state's system requirements, including all business, and technical requirements.
5. Incorporation of required software modification, if any.
6. Management and tracking of all issues and their resolution.

The contractor's project manager and the state's project manager shall report project status on a regular basis and shall participate in monthly status meetings. The contractor's project and reporting system shall include the following components:

1. Kickoff meeting.
2. Updated project plan.
3. Status reports and meetings or teleconferences.

The project status reports prepared by the contractor's project manager pursuant to this subtask shall be used as the mechanism for the selected contractor to report any project risks or problems identified as part of the implementation process.

1. Deliverable 1.2 – Status Reports and Project Status Meetings
The contractor's project manager shall prepare and present to the state's project manager written status reports documenting project progress, plans, and outstanding issues in accordance with Subtask 1.2. The contractor's project manager shall meet with or conduct a status update conference with the state's project manager, as agreed to by the state and the contractor, to review project status reports and any related matters. All variances shall be presented for approval at the status conferences. The first report shall be presented to the state's project manager 1 week after the effective date in a format approved by the state.

2. Task 2 – System Setup

The subtasks below provide for the setup and security of the future MSS environments.

i. Subtask 2.1 – Provide Data and Property Management

The contractor shall develop, document, and implement comprehensive procedures for the management of data, documentation, and state property (equipment, hardware, and software (if any) that belongs to the state). Data management encompasses all data and documentation produced by the contractor.

1. Deliverable 2.1 – Data and Property Management Plan

The contractor shall provide, in accordance with Subtask 2.1, the following deliverable:

DEL-32: Data and Property Management Plan.

ii. Subtask 2.2 – Implement System Security

The contractor shall implement a security program in compliance with all standards referenced in the RFP. All contractor-supplied facilities or systems shall provide protection and control of all state information, equipment, documentation, and network access.

1. Deliverable 2.2 –System Security

The contractor shall document, in accordance with Subtask 2.2, its security program in an In-Plant Security Plan, as provided in the following deliverable:

- DEL-10: In-Plant Security Plan.

3. Task 3 – System Implementation

The contractor shall provide all equipment and software necessary to satisfy the system requirements at the proposed state operational primary site and the proposed COOP site. The contractor shall provide all necessary equipment and software at remote sites to ensure a level of service and functionality equal to that provided by the primary site under the current MSS contract. This equipment will include, as applicable, servers, communications gear, workstations, printers, and other equipment identified in Attachment C - MSS Functional and Technical Requirements.

The contractor shall provide the state with a comprehensive set of user, system, and management documentation. The contractor shall deliver all items identified in the list of deliverables set forth in APPENDIX A. The contractor shall provide the documentation in electronic format. All deliverables shall be subject to the state's approval and acceptance in order to satisfy the terms and conditions of the contract.

i. Subtask 3.1 – Conduct SRR

The contractor shall conduct a System Requirements Review (SRR). Upon completion of SRR, based on the results of the system requirements

definition activity, the contractor may recommend changes to the state System Requirements Specifications for consideration by the state.

The contractor shall analyze the state's system requirements and validate the requirements of the specifications. The contractor shall document the deficiencies in the state's system requirements, if any, and recommend changes to the areas in which those changes would correct deficiencies or otherwise benefit the state (e.g., enhance the overall functionality, performance, or reliability of systems or services; reduce costs; shorten the schedule; reduce project risk).

The contractor shall document any recommended changes to the state's System Requirements Specifications and support these recommendations (e.g., with cost-benefit analyses).

The contractor shall provide the state with System Requirements Specifications and the rationale for any recommended changes. The contractor shall update the state's System Requirements Specifications with any changes approved by the state.

ii. Deliverable 3.1 – System Requirements Specifications

The contractor shall provide, in accordance with Subtask 3.1, the following deliverables:

1. DEL-02: System Requirements Specifications.
2. DEL-07: Meeting Agenda.
3. DEL-08: Presentation Materials.
4. DEL-09: Meeting Minutes.

4. Subtask 3.2 – Perform System Design and Development

The contractor shall design and develop the system to satisfy the System Requirements Specifications (DEL-02) and meet the required standards specified in Attachment C MSS Functional and Technical Requirements. The contractor shall design, develop, and produce or procure all hardware, software, and data components of the system, with the exception of the operational data that is to be provided by the state.

The contractor shall, to the maximum extent possible, use nonproprietary hardware and software in developing and implementing the MSS systems. To the maximum extent possible, equipment for remote sites recommended by the contractor must be available commercially from third-party vendors as well as through the contractor, subject to installation of MSS software, which shall be controlled by the provider alone.

The contractor shall conduct a System Design Review (SDR) and present it to the state for approval. The system design shall:

1. Be complete down to the line replaceable unit (LRU) level for all hardware items and through the computer software unit (CSU) level for all provided/developed software.

2. In the case of COTS software, be complete through the level of licensed software products (LSPs).
3. Identify the functions performed by, performance required of, and interfaces supported by each CSU (for developed software) and each LSP (for COTS software).
4. Document the number and interconnection of all LRUs and identify the software components loaded on each LRU.
5. Document the bandwidth, memory, and throughput of each LRU.
6. Describe the interfaces supported by each CSU, LSP, and LRU.
7. Specify any standards with which each CSU, LSP, and LRU complies.
8. Include complete workflows for all operational user and administrative functions.

As part of the SDR, the contractor shall present evidence (i.e., results of analyses, computer model and simulation results, benchmark results, vendor-supplied specifications) to demonstrate that the design satisfies the requirements of the state's System Requirements Specifications (DEL-02) and the required standards set forth in Attachment C – MSS Functional and Technical Requirements. The contractor shall deliver a Requirements Verification and Traceability Matrix (DEL-30) documenting mapping between (1) the requirements contained in the System Requirements Specifications and the major subsystems or components of the design and (2) the requirements contained in the System Requirements Specifications and the methods of verification indicated in the contractor's response to the system requirements specifications set forth in Attachment C (MSS Functional and Technical Requirements) to the RFP. The methods of verification must be approved by the state. The state may reasonably require a change to the methods of verification used.

Upon successful conclusion of SDR and written approval of the design by the state, the contractor may begin development and/or procurement of system software and hardware.

i. Deliverable 3.2 – System Design

The contractor shall provide, in accordance with Subtask 3.2, the following deliverables:

1. DEL-05: Migration Plan.
2. DEL-07: Meeting Agenda.
3. DEL-08: Presentation Materials.
4. DEL-09: Meeting Minutes.
5. DEL-12: Database Design Document.
6. DEL-13: Interface Design Document.
7. DEL-14: System Design Document.
8. DEL-15: Bill of Materials.
9. DEL-17: Training Plan.
10. DEL-18: Installation Drawings.
11. DEL-22: COOP Plan.
12. DEL-30: Requirements Verification and Traceability Matrix.

5. Task 4 – Acceptance Tests

The MSS is a complex, software-based system with many attributes that must be tested. Of critical concern is following the appropriate test regimen to ensure that all appropriate aspects are tested in a logical sequence. The contractor will need to provide a common testing vocabulary. The purpose of testing will be to verify that the contractor's product meets or exceeds all stipulations of the System Requirements Specifications (DEL-02).

The contractor shall develop and execute a comprehensive test program, spanning all phases of development and all levels of assembly of the system. The contractor shall develop a Test and Evaluation Master Plan (TEMP) (DEL-04), which shall:

1. Govern all levels of testing, from the unit level through the fully assembled and integrated (with external systems) system.
2. Govern all phases of testing, from unit testing through completion of system acceptance.
3. Govern formal User Acceptance Test (UAT).

For unmodified COTS hardware and software, COTS vendor-supplied, state-approved test results may be substituted for verification of requirements below the level of the fully integrated system.

The purpose of Factory Acceptance Test (FAT) is to ensure that the basic capabilities are available and work in a factory setting, and that the documentation associated with the system reflects the design and is usable (e.g., one typically uses the start-up and shutdown procedures to verify that they can be used, as written, to perform the intended function). These tests are oriented toward verifying and documenting the system's ability to meet functionality, hardware, interface, performance, and accuracy requirements as thoroughly as possible.

FAT is typically run with scripts to ensure agreement among the stakeholders on the input and expected results and that the tests are repeatable. After successful passage of FAT at the contractor's facility, the contractor will be given permission to ship the system to the operational site(s).

i. Subtask 4.1 – Conduct FAT

The contractor shall conduct FAT for the fully assembled and integrated system for the primary site and the COOP site (disaster recovery site). FAT shall include all tests necessary to confirm that all requirements of the System Requirements Specifications (DEL-02) have been satisfied. FAT shall also include all tests necessary to demonstrate satisfaction of those requirements from any (provider-developed) subordinate specifications.

The contractor shall prepare a FAT Plan (DEL-28) and FAT Procedures (DEL-21) and submit them for state approval. FAT shall be conducted in accordance with the approved FAT Plan (DEL-28) and FAT Procedures (DEL-21). FAT may be conducted as a part of integration testing or as a separate phase of the test program, subject to the state's approval. The contractor shall perform PTRRs prior to the conduct of FAT. The state will witness the execution of all FAT activities.

The results of FAT shall be documented in a FAT Report (DEL-06). The contractor shall conduct a PSR to demonstrate the FAT success, to determine the readiness of the system for delivery first to the state's primary site and then to the COOP site, and to secure state authorization to ship the system components and configurations.

1. **Deliverable 4.1 – FAT**
   The contractor shall provide, in accordance with Subtask 4.1, the following deliverables:

   1. DEL-06: FAT Report.
   2. DEL-07: Meeting Agenda.
   3. DEL-08: Presentation Materials.
   4. DEL-09: Meeting Minutes.
   5. DEL-16: Installation Plan.
   6. DEL-17: Training Plan.
   7. DEL-18: Installation Drawings.
   8. DEL-19: Training Materials.
   9. DEL-21: FAT Procedures.
   10. DEL-22: FAT COOP Plan.
   11. DEL-26: Version Description Document.
   12. DEL-28: FAT Plan.

ii. Subtask 4.2 – Conduct System Acceptance Test

The purposes of the System Acceptance Test (SAT), which is also known as System-level Integration Test (SIT), are to:

1. Demonstrate that the equipment was installed correctly and operates at the functional and performance levels verified at FAT.
2. Verify the requirements that could not be verified at the factory (such as operations using a remote site's network).
3. Verify the performance requirements (throughput, accuracy, and reliability) with the full initial data load, multiple workstations, and so forth, to the extent that they have not already been approved at FAT.
4. Verify that the integrated sum, including remote site testing, is at least as functional as the sum of the individual parts, and verify that end-to-end workflows execute as anticipated. (The actual verification of the correctness of the end-to-end workflows, including all of the processing at each step, is normally deferred to UAT.)

SAT is also script-based, with scripts built up from those used at FAT, making certain that all additional requirements are allocated to specific test scenarios and that the scripts still ensure repeatability. Repeatability often requires cleaning out files and buffers that were changed as the result of a test step when the changed data is no longer needed by the system.

SAT will include COOP activities. The minimum COOP activities that must be demonstrated include backing up and restoring data, as well as using the COOP site for primary processing, then restoring the entire system, and finally ensuring that the repositories and matchers are current and identical across the two sites. Verification of the COOP-related procedures will be a critical part of SAT.

The contractor will prepare the SAT Plan (DEL-28) in cooperation with the state. The contractor shall prepare SAT Procedures (DEL-21) and submit them for state approval; conduct SAT in accordance with the state-approved SAT Plan (DEL-28) and approved SAT Procedures (DEL-21); and perform an STRR prior to the conduct of SAT. The state will witness the execution of all SATs.

The contractor shall document the results of SAT in the SAT Report (DEL-06). Upon completion of SAT, the contractor shall conduct an ORR to determine the readiness of the system, facilities, and personnel to initiate UAT and to secure state authorization to initiate operations.

1. **Deliverable 4.2 – SAT**
   The contractor shall provide, in accordance with Subtask 4.2, the following deliverables:

   1. DEL-06: SAT Report.
   2. DEL-07: Meeting Agenda.
   3. DEL-08: Presentation Materials.
   4. DEL-09: Meeting Minutes.
   5. DEL-15: Bill of Materials.
   6. DEL-16: Installation Plan.
   7. DEL-17: Training Plan.
   8. DEL-18: Installation Drawings.
   9. DEL-19: Training Materials.
   10. DEL-21: SAT Procedures.
   11. DEL-22: SAT COOP Plan.
   12. DEL-26: Version Description Document.
   13. DEL-28: SAT Plan.

iii. Subtask 4.3 – Conduct UAT

The purpose of UAT is final validation of the required business functions and flow of the system, under real-world usage of the system, by demonstrating that the delivered products and services are adequate for their intended purpose. The UAT procedures will include both scripts and normal operations to see how the end-to-end workflows operate across the entire system, including the interfaces to the Federal Bureau of Investigation (FBI). UAT will be planned to provide a realistic and adequate exposure of the system to all reasonably expected events. This includes things that might not happen in a normal period, such as a full backup and restore, switchover to the COOP site, and a full suite of report generation events.

By this point in the project, the state and the contractor will have verified the system's ability to fulfill most or all of the accuracy, performance, and capacity requirements. UAT will not be focusing on system problems (e.g., screening and reporting misspellings or software crashes), as those issues will be required to have been corrected by then.

The contractor will prepare a UAT Plan (DEL-28). The UAT Plan will be reviewed and approved by the state. NSP IT, NSP dispatch, and NSP users will conduct UAT. The contractor shall provide the facilities, equipment, and personnel to support the services identified in Phase 2 of this Plan during UAT. The contractor shall provide the facilities, equipment, and personnel to analyze results of concurrent operations; to identify discrepancies between results of the legacy system and results of contractor-delivered MSS systems; to resolve those discrepancies; and, when those discrepancies result from a failure of contractor-delivered system to meet the state requirements, to perform corrective maintenance.

1. **Deliverable 4.3 – UAT**
   The contractor shall provide, in accordance with Subtask 4.3, the following deliverables:

   1. DEL-06: UAT Report.
   2. DEL-07: Meeting Agenda.
   3. DEL-08: Presentation Materials.
   4. DEL-09: Meeting Minutes.
   5. DEL-21: UAT Procedures.
   6. DEL-22: UAT COOP Plan.
   7. DEL-26: Version Description Document.
   8. DEL-28: UAT Plan.

6. Task 5 – System Migration
The subtasks below describe the migration requirements for the future MSS operational environments.

i. Subtask 5.1 – Install Sites
The contractor shall review the network configuration at each site to ensure that the equipment to be installed is compatible with existing network topologies. The contractor shall document any incompatibilities between the MSS equipment to be installed and the facilities or networks and identify in an Installation Survey Report (DEL-27) any required facilities or network modifications to be made by the state.

The contractor shall prepare a Version Description Document with the complete instructions necessary to install and configure all hardware, software, and data associated with each deployment. The document will include site-specific installation information from the Installation Survey Report (DEL-27).

The contractor shall prepare an Installation Plan (DEL-16) to document the necessary installation tasks, responsibilities, schedule, resource

requirements, equipment layout, cabling, and testing to verify correct installation of equipment and software at the primary site, COOP site, and remote sites. The contractor shall prepare Installation Drawings (DEL-18) to define equipment layout and cabling.

Subject to state approval, the contractor shall deliver and install the equipment and software at the primary site, COOP site, and remote sites. The contractor shall check the installation and perform the necessary data conversions to prepare the equipment and software to support all testing and operations.

1. **Deliverable 5.1 – Site Installation**
   The contractor shall provide, in accordance with Subtask 5.1, the following deliverables:

   1. DEL-16: Installation Plan.
   2. DEL-18: Installation Drawings.
   3. DEL-26: Version Description Document.
   4. DEL-27: Installation Survey Report.

ii. Subtask 5.2 – Convert and Load Data

Production of the operational database will involve (1) the conversion of the legacy database and (2) the loading of converted data, as approved by the state, into the operational database.

1. **Subtask 5.2.1 – Convert Existing Data**
   The contractor shall work with NSP to identify applicable MSS records that will be ingested and processed for conversion to the modernized MSS solution. The contractor shall prepare a Data Conversion Plan (DEL-34) to document conversion tasks, responsibilities, processes, and tests of the converted data.

   a. **Deliverable 5.2.1 – Converted Existing Data**
      The contractor shall provide, in accordance with Subtask 5.2.1, the following deliverables:

      1. DEL-34: Data Conversion Plan.
      2. Copies of converted existing data.

2. **Subtask 5.2.2 – Load Data**
   The contractor shall load all of the data into the appropriate databases on the system at the primary site and the COOP site with the appropriate key identifiers, indices, or agreed-upon master ID numbers, or in accordance with the MSS database design.

   The contractor shall deliver two copies of the output media for future use by the state in any system or process of its choosing. At the end of the initial data load, the contractor shall produce a detailed report including the following information:

1. The number of records converted.
2. Any problems encountered, by record number (i.e., any conversion-assigned number), problem type, and resolution.
3. All records not successfully converted by record number, and the reason for the failed conversion for each such record.
4. Records that were identified as being from the same subject (i.e., multiple enrollments).
5. Results of a conversion audit.

a. Deliverable 5.2.2 – Loaded Data
The contractor shall provide, in accordance with Subtask 5.2.2, the following deliverables:

1. Copies of data as noted above.

iii. Subtask 5.3 – Conduct Migration Planning
The contractor shall develop a Migration Plan (DEL-05) that identifies the activities, events, and resources (tools, data, facilities, personnel, etc.) required to migrate from the legacy MSS to the MSS environments provided under the contract. The plan will identify the sources (i.e., contractor, state, or specific state remote sites) of all resources and specify when those resources will be required.

The contractor shall assist all state sites in planning their migration from the legacy MSS systems to the MSS provided hereunder.

1. Deliverable 5.3 – Migration Plan
The contractor shall provide, in accordance with Subtask 5.3, the following deliverable:

1. DEL-05: Migration Plan (initiated above).

7. Task 6 – System Training
The contractor shall develop User Manuals (DEL-11) addressing all user functions for all user types. User documentation shall describe the components, functions, and operations of each application type. Each workstation shall be provided with online user documentation that will reside on the workstation or accessible via the agency's internal networks.

i. Deliverable 6 – System Training and Materials
The contractor shall prepare a Training Plan (DEL-17) and Training Materials (DEL-19) in accordance with Task 6, including, for example, computer-based training, videos, guides, and manuals, and shall conduct on-site user training as required by the state to support testing, deployment, and operations.

The contractor shall conduct courses for various groups of system users, including:

1. Managers and Supervisors – This course will cover MSS management functions. The course will provide hands-on instruction regarding how to access and produce management reports, create user accounts, and perform audits and inquiries using the tools provided by the system. The course shall be designed to handle at least 20 participants.
2. Staff – This course will cover the functionality of the MSS system. The course will provide instruction on the day-to-day operational functionality of the system, including entering and verifying data, updating MSS records, and producing MSS reports. The course shall be designed to handle at least 20 participants.
3. Information Technology Services (ITS) Help Desk – This course will provide an overall view of technical aspects of the MSS and provide methods to manage and resolve minor incidents quickly and effectively. This course will need to accommodate approximately 12 participants initially and will need to be conducted at least once yearly for the duration of the contract, for approximately 25 participants, to accommodate new help desk personnel and to keep existing staff up to date.

Shall the system reasonably demand additional training beyond that required above, such training will be provided at no additional cost to the state.

The contractor shall provide, in accordance with Task 6, the following deliverables:

1. DEL-11: User Manuals.
2. DEL-17: Training Plan.
3. DEL-19: Training Materials.

8. Task 7 – Remaining Migration Tasks

The subtasks below provide the remaining elements that need to be addressed during system implementation in order to complete migration to the new system.

i. Subtask 7.1 – Manage System Configuration

A Configuration Management Plan (DEL-29) and processes shall be developed by the contractor to address these unique problems of efficiently and effectively documenting and managing configurations at all levels across the system.

The contractor shall document and implement the plan (DEL-29) for performing configuration control, which shall accomplish the following:

1. Establish a controlled configuration for each hardware and software component at the primary site, COOP site, and remote sites.
2. Maintain current copies of the deliverable documentation and code.

3. Give the state access to the documentation and code under configuration control.
4. Control the preparation and dissemination of changes to the master copies of the deliverable software and documentation placed under configuration control so that they reflect only state-approved changes.

The contractor shall generate management records and status reports on all products composing the controlled configuration for each hardware and software component at the primary site, the COOP site, and each remote site. The status reports shall:

1. Make changes to controlled products traceable.
2. Serve as a basis for communicating the status of configuration identification software.
3. Serve as a vehicle for ensuring that delivered documents describe and represent the associated software.

The contractor shall participate in state configuration control meetings run by the state. The state configuration control meetings will establish and control the requirements baseline (DEL-02) throughout the performance of the contract and will control the operational baseline (deployed hardware, software, databases, and documentation) once the MSS become operational.

1. Deliverable 7.1 – System Configuration Plan
The contractor shall provide, in accordance with Subtask 7.1, the following deliverable:

1. DEL-29: Configuration Management Plan.

ii. Subtask 7.2 – Perform COOP Planning
The contractor shall perform the necessary planning; deliver a COOP Plan (DEL-22); provide or utilize the necessary facilities, equipment, supplies, data, and documentation; and conduct the training necessary to establish a viable COOP Plan capability that ensures the performance of the contractor's essential functions during any emergency or situation that may disrupt normal operations and leave the primary site facilities damaged or inaccessible.

The purpose of COOP planning is to ensure that the capability exists to continue essential provider functions across a variety of potential emergencies, as well as when maintenance or upgrade activities might affect MSS system use. A COOP Plan shall account for:

1. Ensuring the continuous performance of the state's essential functions/operations during an emergency.
2. Protecting essential facilities, equipment, records, and other assets.
3. Reducing or mitigating disruptions to operations.

4. Achieving recovery from an emergency and resumption of full service to customers.

The COOP capabilities provided by the contractor under this contract shall be:

1. Maintained as an active-active site.
2. Capable of providing 100 percent of the MSS services (in the event of the loss of the primary site) both with and without warning/scheduling.
3. Continuously operational in a load-balanced environment during normal operations. At a minimum, the COOP Plan provided by the contractor shall contain the following:

    a) Plans and procedures.
    b) Identification of essential functions.
    c) Alternate facilities.
    d) Interoperable communications.
    e) Vital records and databases.
    f) Tests, training, and monthly exercises/drills.

The COOP Plan shall be developed and documented to ensure that, when implemented, it will provide for continued performance of essential state functions under all reasonably foreseen circumstances. At a minimum, the COOP Plan shall also:

1. Delineate essential functions and activities.
2. Outline a decision process for determining appropriate actions in implementing the COOP Plan (DEL-22) and procedures.
3. Establish a roster of fully equipped and trained emergency provider and state personnel with the authority to perform essential functions and activities.
4. Include procedures for employee advisories, alerts, and COOP Plan activation, with instructions for relocation to predesignated facilities, with and without warning, during duty and non-duty hours. This includes providing for personnel accountability throughout the duration of the emergency and providing for continuous operational status in an active-active environment.
5. Establish reliable processes and procedures to acquire resources necessary to continue essential functions and sustain operations similar to that of the primary site for up to 30 days.

Essential functions are defined as those functions that enable the contractor to provide vital services under any and all circumstances.

1. **Deliverable 7.2 – COOP Plan**
   The contractor shall provide, in accordance with Subtask 7.2, the following deliverable:

2. DEL-22: COOP Plan
Upon the successful completion of Subtasks 4.3 (Conduct UAT) through 7.2 (Perform COOP Planning), the state will conduct FAR to determine whether the contractor has satisfied the terms and conditions of this Plan and to accept the system into operations. The state will base its determination on the provision of deliverables and plan items that comply with the requirements of the contract, the satisfactory performance of all Plan activities, and the successful demonstration (through the FAT, SAT, and UAT process) that the delivered systems and data satisfy the requirements of the System Requirements Specifications (DEL-02).

Appendix A – Project Deliverables

During the System Implementation Phase of the contract, the contractor shall deliver those deliverables identified and listed in the table below. All deliverables shall be subject to state approval and acceptance in order to satisfy the terms and conditions of the contract.

During the System Operation Phase of the project, the contractor shall provide the state and its remote sites with a comprehensive set of user, system, training, and management documentation. The contractor shall supply documentation in both electronic and hard-copy formats. User documentation shall describe the components, functions, and operations of each workstation type. Each MSS workstation shall be provided with online user documentation that resides on the workstation or accessible via the agency's internal networks.

In addition, the contractor shall deliver those items identified in the table below.

Document No.	Deliverable Title	Delivery Date
DEL-01	Project Management Plan	With proposal and with update, within 30 days after the effective date of the contract.
DEL-02	System Requirements Specifications	At SRR.
DEL-03	IMS	With proposal and with update, at project management reviews.
DEL-04	TEMP	Within 30 days after the effective date of the contract.
DEL-05	Migration Plan	At System Design Review (SDR).
DEL-06	Test Report – Several Sets, Each Corresponding to the Outcomes of FAT, System Acceptance Test, and UAT	For each increment, at PSR and ORR.
DEL-07	Meeting Agenda	5 business days prior to a meeting.
DEL-08	Presentation Materials	Draft 5 business days prior to a meeting, with updates (at the meeting and final) as part of DEL-09.

Document No.	Deliverable Title	Delivery Date
DEL-09	Meeting Minutes	Draft 2 business days after the meeting, with final5 business days after receipt of state comments.
DEL-10	In-Plant Security Plan	Within 30 daysafter the effective date of the contract.
DEL-11	User Manuals	At each training session and for online reference.
DEL-12	Database Design Document	Draft 5 business days prior to SDR, with updates at the review and final as part of DEL-09.
DEL-13	Interface Design Document	Draft 5 business days prior to SDR, with updates at the review and final as part of DEL-09.
DEL-14	System Design Document	Draft 5 business days prior to SDR, with updates at the review and final as part of DEL-09.
DEL-15	Bill of Materials	At SDR, with updates at PSR.
DEL-16	Installation Plan	For each delivery, at PTRR or 12 weeks prior to installation, whichever is earlier, with updates at PSR.
DEL-17	Training Plan	At SDR, with updates at PSR.
DEL-18	Installation Drawings	At SDR, with updates at PSR.
DEL-19	Training Materials	For each delivery, at PTRR or 12 weeks prior to installation, whichever is earlier, with updates at PSR.
DEL-20	Technical Report	As specified, needed, or directed by any phase or task of the Plan, or as required or requested by the state.
DEL-21	Test Procedures (FAT, SAT, UAT)	Draft 30 working days prior to PTRR and STRR, with updates at the review and final as part of DEL-09.
DEL-22	COOP Plan (FAT, SAT, UAT)	At SDR, with revision at PSR.
DEL-23	System Hardware	Prior to ORR.
DEL-24	Software Licenses	Prior to ORR.
DEL-25	System Data	Prior to ORR.

Document No.	Deliverable Title	Delivery Date
DEL-26	Version Description Document	At PSR, with updates at ORR and FAR.
DEL-27	Installation Survey Report	At completion of each site survey.
DEL-28	Test Plan (FAT, SAT, UAT)	At SDR, with revision at test readiness review.
DEL-29	Configuration Management Plan	Within 30 days after the effective date of the contract.
DEL-30	Requirements Verification and Traceability Matrix	Draft 5 business days prior to SDR, with updates at the review and final as part of DEL-09.
DEL-31	System Performance Report	Reserved – Operations Plan.
DEL-32	Data and Property Management Plan	At time of System Design Review (SDR).
DEL-33	Service Level Plan	Reserved – Operations Plan.
DEL-34	Data Conversion Plan	After Database Design Document (DEL-12) and in conjunction with Migration Plan (DEL-05).